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Naples: Residents Guide

FOREWORD

The United Kingdom Joint Support Unit (UKJSU) Italy is located on two sites in Naples. The HQ, administration office and medical services office is based in the JFC Naples site at Bagnoli whilst the logistic, housing and families' support is located in Villa Britannia in Lago Patria, a 25 minute drive north of JFC Naples.

The mission of the UKJSU is *“To provide effective training, logistics, intelligence, administrative, medical and infrastructure support within the UKJSU Dependency in order to enable and sustain military capability and the wider Defence needs.”*

We aim to do this by providing timely and effective support, within reason and entitlement, to minimise the trouble and stress sometimes associated with an overseas posting.

The UKJSU in Lago Patria is focused on providing the most efficient and helpful support service possible within resources allocated. In this way the UKJSU removes the requirement for you to deal with the many agencies, contractors and landlords during your tour in Italy.

The information contained in this handbook is kept under constant review and any changes in policy and procedure will be issued separately. All the aspects are governed by current MOD and Joint Service regulations with which we must comply.

J S Kearney
Wing Commander
Commanding Officer
UKJSU Italy

Mar 10

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CHAPTER 1

HOUSING

UKJSU LAGO PATRIA

1. The UKJSU offices at Villa Britannia contain the administration and support staff for the UK estate including the Families Officer (FAMO), the Facilities Manager (FM), Community Social Worker, Stores Manager (PO Logs) and the Customer Service Desk (CSD). The telephone list on Page iv shows the principal roles, names and contact telephone numbers of all the UKJSU staff in Lago Patria. The staff comprises of a mixture of uniformed, locally employed civilians (LEC) and locally employed dependants (LED).

THE UKJSU ESTATE

2. The UKJSU estate is managed on behalf of the DCO by the FAMO (Warrant Officer 1 Royal Navy) and FM (WO2 Royal Engineers) who are assisted by the Estate Wardens (LEC) and the Administrative Co-ordinator (LED).

3. The estate comprises a mixture of houses and apartments in the Lago Patria, Varcaturu and Licola areas. The properties are grouped together normally in "Parcos" for mutual support and security. The houses generally differ from each other even within Type i.e. one Type IV/D may be very different in size and shape from another Type IV/D. This is because the estate is made up of Italian owned properties on long lease to the UKJSU Naples under the contract management of Defence Estates.

ALLOCATION OF HIRINGS

4. Service Accommodation is allocated by a local Housing Committee comprising of the DCO, FAMO and FM. Potentially contentious allocations are adjudicated by the CO, UKJSU. A "fixed allocation" allows arrangements to be put in place for delivery of Unaccompanied Baggage, removal or replacement of furniture lots and changes to be made to the utility contracts prior to the tenant's arrival. Changes to fixed allocations may only be approved by the DCO UKJSU.

RECOVERY CHARGES FOR LOSS OR DAMAGE

5. Any loss or damage attributable to occupants of service accommodation will normally result in a charge for a replacement item based on the scale of charges laid down in current regulations abated for wear and tear as detailed on march in. Damages are governed by the criteria that charges in respect of deterioration due to fair wear and tear will not be raised.

6. Damages will be classified as rendering an item of furnishing, textiles, and fixtures or fitting, unfit for the use for which it is intended. Charges are raised to cover the cost of cleaning, repair or replacement. In the event of a dispute over the validity of a charge for loss or damage, the DCO will arbitrate. In such cases the Estate Warden or the Furniture Manager will request the occupant submit their dispute in writing to the FAMO. In accordance with MOD Policy all items, for which loss or damage charges are raised, remain the property of the MOD and payment of such charges does not transfer ownership.

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CLAIMS PROCEDURES - DAMAGE TO PERSONAL PROPERTY

7. Occasionally damage to personal property is reported by the occupants of service accommodation as having been caused by contractors. These are personal insurance claims that must be pursued direct with the contractors, or where a UKJSU approved contractor causes damage then the CSD must be informed. The time element may vary from case to case but all claims should be submitted as soon as possible after the damage has occurred. UKJSU staff will provide assistance and information to enable a claim to be made, however the responsibility for making and pursuing the claim rests entirely with the individual. It is incumbent upon the occupants of service accommodation to take out household insurance to cover such accidental damage. There is a provision for this in the LOA.

BILLS

8. The UKJSU is responsible for the payment of utilities and domestic services provided by authorised companies and local authorities in respect of accommodation. Although most bills are normally received by the UKJSU direct, they are on occasion delivered to the house/flat concerned. Should this occur, and as this may affect fuel and light rebates/debits and continuity of supply, it is important that occupants forward them to the UKJSU as soon as possible, as all tenants are asked to take a sensible, economic and environmental approach to their use of electricity and gas for example by turning lights when not in use.

9. Telephone and Internet bills are the responsibility of the tenant and should be paid promptly to avoid inconvenience and reconnection charges.

ACCOMMODATION CHARGES

10. Service Accommodation Charges commence from the date of occupation. The UAO UKJSU has details of current charges. Occupants are advised to check their pay statements to ensure that they are paying the correct charges.

GRADING FOR ACCOMMODATION CHARGES

11. The 4-tier grading system for accommodation charges is used in all service accommodation. Queries regarding grading or requests for re-grading should be made in the first instance by letter to the CO UKJSU. Most of the properties in the Naples area are currently Grade 3.

FUEL AND LIGHT

12. Personnel occupying Service housing in Italy are required to pay a daily Fuel and Light charge, relevant to the daily Married Quarter charge, through their pay account. This charge covers the costs of gas, electricity and heating oil consumed in the property. The rate charged is based on the consumption of fuels in a comparative house in the UK. The actual fuel cost and consumption for Service properties in Italy far exceeds the Fuel and Light contributions deducted from pay. To prevent the occupant from being billed for the difference between the annual contribution and the annual consumption a generous Fuel and Light ceiling is allowed, however all residents are reminded to use their gas and electric sensibly.

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DELIVERY OF FUEL - LPG

13. Most hirings are fuelled by Liquid Petroleum Gas (LPG) for those with gas tanks this is currently provided under contract by Kalorgas. Gas deliveries are ordered through the UKJSU at Lago Patria using the Customer Service Desk (081 3342 111). During the summer most 1000 litre gas tanks last about 5 months. During the winter months most families will get through the same amount every 2-3 weeks! Remember the golden rules:

- a. Rule 1: There are no weekend or out of hours deliveries.
- b. Rule 2: Check the level in your tank before you ring the Customer Service Desk (CSD).
- c. Rule 3: The CSD will always insist on 4 days notice for a delivery.
- d. Rule 4: The gas truck only commit to AM or PM delivery and only the tenant or the tenant's neighbour can accept delivery. (The Support unit cannot accept delivery on your behalf, even if you are busy at work!)

14. The system is easy. Check your tank weekly and when the meter shows you have about 30% or 300 litres, knock on your nearest UK neighbours doors and tell them that you are ordering gas and ask them if they need gas as well. Then contact the CSD and order the gas for you and your neighbours. Arrange with your neighbour to check with you next time they are ordering gas and then share the inconvenience of staying in waiting for the delivery. **Remember if you run out of gas it is your fault, do not telephone the Duty Italian Speaker at night or at the weekend and demand a delivery – it is not possible.** You are strongly advised not to allow the tank to run dry or very low, as this can cause the system to fail and may require expert remedial action which can be costly for you. There is a possibility that when these tanks are run so low, the pressure drops to the point that a seal in the regulating valve can leak a small amount of gas, if you smell this check the level of your tank before you report a gas leak.

WATER

15. The supply of water to the property is the responsibility of the landlord and they pay the bill for water consumed in hirings. The contractual limit is 700 litres per day. The occupant receives no direct bill, an element of this cost being included in the basic rental. Economy is however essential in helping to maintain the supply to local areas. If an apparently excessive consumption of water is detected in any given service home the occupant is required by MOD regulations for excessive usage over 700 litres per day, this also helps to identify hidden leaks. In some cases bills will be raised for excessive consumption that is not attributable to normal usage or faulty systems.

16. In the summer months water supplies and pressure are sometimes reduced. The UKJSU Customer Service Help desk should be notified if the 1000 litre emergency tank is not refilling automatically.

SWIMMING POOLS

17. Self erect pools use vast amounts of water and are in some cases are not permitted by the landlord as he pays the water consumption bills. If you have permission for a pool you

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are advised to trickle fill the pool overnight over a prolonged period to prevent your household water tank running dry.

INTRUDER ALARMS

18. A contract is in place to provide Security Alarms in all hirings and the Furniture Manager is responsible for all matters concerning the alarm systems and liaison with the current contractor. When handing over the tenancy the outgoing occupant is to hand the alarm code to the Estate Warden to enable the new occupant to change the code.

19. Residents who suspect that their system is not working are to contact the CSD to arrange a test with the current contractor.

SECURITY

20. The tenant is responsible for the security of service accommodation and its contents. Tenants should notify the UKJSU if they feel their physical security is compromised in any way. Tenants are reminded that in the event of the theft (or damage) of UKJSU provided items (e.g. furniture, curtains etc.) the tenant remains liable for their replacement costs. Tenants again are strongly advised to obtain insurance to meet expenses in these circumstances.

ABSENCE FROM HOME AND SECURITY

21. It is the responsibility of the occupant of any hiring for the heating, maintenance and security of service accommodation when on leave, duty or deployment. During prolonged periods of absence occupants are advised to arrange a house sitter from within the UK community or leave a key with a neighbour or friend they can trust with the alarm code who can check the hiring at irregular intervals. In addition they are advised to take the following action:

- a. Lock all doors and windows.
- b. Close and lock all shutters.
- c. Close the curtains or blinds (at night).
- d. Take the keys out of the locked doors and windows.
- e. Set alarms.
- f. Lock the basement and/or garage.

HANDOVER OF SERVICE ACCOMMODATION

22. Responsibility for ensuring that service accommodation is in a fit state of cleanliness for handover rests with the outgoing occupant, that is to say the head of the family. If on handover the accommodation is found not to be cleaned to the correct standard the responsibility for ensuring that it reaches a satisfactory standard charges otherwise barrack

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damages will be incurred. Advice will be given by the Estate Warden on pre-inspection as to the standard required with details provided in the **Leaving Italy Guide**.

23. When the Estate Warden conducting the handover of a house is not satisfied with the state of cleanliness he will invite the outgoing occupant to make arrangements to have it cleaned, or to pay for the cost of cleaning. He will raise charges accordingly. This latter option will not be offered to:

- a. Service personnel leaving on release from the Services as recovery from pay may prove difficult or may result in an account being discharged in debt.
- b. Non-Service personnel (including SCE personnel).

REQUESTS FOR INTERNAL MOVES

24. Internal Moves fall into two categories:

- a. **Private Expense.** Requests to change service accommodation will rarely be authorised and only after written request to CO UKJSU. If removal of the furniture job lot is required this must be completed by the UKJSU contractor for contractual reasons. All costs will be met by the person requesting the move, therefore a quote must be requested from the Furniture Manager in the planning stages for job lot items and the reinstallation of Europol alarm system. Disturbance Allowance may not be claimed. UAO UKJSU advice may be sought, if necessary.
- b. **Public Expense.** Requests will only be authorised in exceptional circumstances or when supported by a doctor or welfare workers recommendation. Disturbance Allowance may be authorised for moves due to service reasons which will be at the local rate.

INSURANCE

25. Service members occupying accommodation are reminded of the need to have sufficient insurance cover for accidental or negligent damage and loss caused to furnishings, fittings and furniture. Recovery charges are likely to be raised against occupants for damage caused to property except for fair wear and tear. In the case of flooding, and fire damage, costs can be high and should be covered by tenant's liability clauses included in most insurance policies designed for use by MOD Service and civilian personnel serving outside of the UK.

LICENCE

26. All service accommodation is occupied under a standard "Licence to Occupy". therefore by occupying a hiring you are agreeing to the terms of the Licence.

27. Personnel unwilling to sign the licence will forego the right to SFA and have to occupy private properties but they will forfeit the right to allowances. Personnel housed in this manner will be considered to be living out under "private means" and will not be liable for married quarter charges.

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PETS

28. It is a condition of the standard lease agreement that in properties where pets are allowed, the tenant is responsible for any damage or nuisance caused by the animal inside or outside of the accommodation. Nuisance animals may be removed from service accommodation if they are the cause of damage or repeated complaint.. If the animal is a persistent nuisance then this is in breach of the Licence to Occupy therefore forfeiting the right to SFA. The tenant will be liable for all costs in this event. Tenants should consider insuring pets against damage to property and causing accidents.

SATELLITE DISHES

29. Before installing satellite dishes permission must be given in writing by the UKJSU after consultation with the landlord. Tenants remain liable for all damages caused during the installation and removal of satellite systems. At the end of their tenancy occupants must return the premises to its original state and repair any damage incurred during their occupation. If you have a fault with your BFBS box you are to contact the Satellite Helpdesk on 0044 1494 878100 or Mil (9) 52982100.

TELEPHONES

30. Telephone lines are arranged through the Families Centre in Building L, JFC Naples also at the NEX within the American support site, Gricignano. All personnel are strongly advised to ensure that they have an International discount scheme before making excessive calls outside Italy. Internet connection is not available to all properties and there are waiting lists in some areas for the provision of Internet services. This is not the UK, so be prepared to wait at least 30 days for your new line to be connected.

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CHAPTER 2

MAINTENANCE

STAFF

1. The maintenance of the British Military Estate in Italy is managed on behalf of the CO UKJSU by the Facilities Manager (FM), a Royal Engineer Warrant Officer Class 2. He is supported by a Core Technician (Core Tech) (LEC) and a Works Procurement Officer (WPO) (LEC). Most faults are routed through the Customer Services Desk (LED)

MULTIPLE ACTIVITY CONTRACT (MAC)

2. The UKJSU has entered into a contract with a civilian company (colloquially referred to as the MAC) who carry out all the routine maintenance and mandatory checks of the estate on behalf of the UKJSU within a set period of time at a fixed cost. The MAC reacts to work orders authorised by the FM. These work orders are raised mainly in response to faults reported to the Customer Service Desk (CSD).

3. Some repairs remain the responsibility of the landlord (e.g. a component failure within a boiler) and unless the landlord authorises the WPO to pass the work to our contractor then the WPO is tasked with liaising with landlords and tenants for the fault to be resolved.

4. Representatives of the MAC carry UKJSU locally produced identity cards and arrive by appointment only.

PRIORITIES AND RESPONSE TIMES

5. **Routine.** The vast majority of requests for maintenance fall into the 'Routine' priority, we aim to complete these tasks as soon as possible dependant on availability of tradesmen and current workload. However, in line with current practice of similar Work Service Management organisations in Germany and England we allow an upper limit of 20 working days within which to complete routine tasks.

6. **Urgent.** The 'Urgent' category is to be used for tasks where the condition of a building or facility is deteriorating and if left for more than a few days may constitute an emergency. In this case we would aim to get a tradesman on site within 24 hours and have the relevant repair complete within 7 days.

7. **Emergency Call-out.** An emergency situation is one where any delay in repairing the fault, would present a serious risk to life, security, health or property. We operate an emergency call-out facility that covers the Naples area 24 hrs a day, 365 days a year. Upon receiving a request for maintenance that is deemed to fall into the emergency category We aim to have the relevant tradesman on site within 5 hours, that tradesman should then work to 'Make Safe' the emergency situation only; the full repair may fall into a lower priority.

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8. A table showing some examples of call out priorities is shown below:

SER	ELEMENT COMPONENT	EMERGENCY (5 Hours)	URGENT (24 hours to 7 days)	ROUTINE (20 working days)
1	ROOFS, GUTTERS, DOWN PIPES	Leaks or blockages which seriously affect living conditions	Leaks or blockages liable to cause rapid deterioration of other elements	Minor leaks or partial blockages
2	DOORS	External doors (including glazing) unable to be made secure	Internal doors with defective locks or broken glazing	Other defects to all doors including cracked glass
3	WINDOWS	Insecure fasteners or glass broken as distinct from cracked where first aid repair impossible	Insecure fasteners or glass broken but first aid has been effected	All cracked glass and other defects
4	SINKS, BATHS & BASINS	Complete blockage of waste, if one sink, bath, basin only available. Serious leaks. Continuous flow from closed tap	Complete blockage of waste where no alternative available. Part blockage of waste. Minor leaks. Continual drip from closed tap	Surface damage and other defects
5	WCs	Blocked (1 WC only available). Serious leaks	Blocked (more than 1 WC available). Faulty cistern. Minor leaks.	Surface damage and other defects
6	COLD WATER SUPPLY, PIPES, STORAGE TANKS, BALL VALVES & STOP COCKS	Bursts or leaks, Complete loss of supply	Partial loss of supply. Defective ball valves and stop cocks	Inadequate flow and other defects
7	CENTRAL HEATING	Complete loss of heating	Partial loss of heating	Inadequate temperatures and other defects
8	HOT WATER SUPPLY	Complete loss of hot water (no alternative available). Bursts or leaks.	Complete loss of hot water from primary source, alternative in use.	Partial loss and other defects
9	ELECTRIC LIGHTING & POWER SOCKETS	Complete loss of lighting or power to socket outlets.	Partial loss of lighting or power to socket outlets	All other defects

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		Loss of lighting and power to kitchen.		
10	ELECTRIC OR GAS COOKER	Complete loss of facility	Partial loss of facility	Defects which do not prevent use

9. If an emergency occurs during working hours, occupants should report it to the CSD (081 334 2111). Emergencies during silent hours and non working days should be reported to the Duty Italian on 3482816561.

10. Occupants of service accommodation should be aware that the Duty Italian will decide (during silent hours) whether the problem warrants calling out a contractor or whether the repair can wait until normal working hours. Agreements entered into with landlords/contractors without the authority of the Facilities Manager may result in recovery charges being raised against the occupant concerned.

LANDLORD'S RESPONSIBILITY AND THE LEGAL PROCESS

11. If a landlord fails in his contractual obligations then a legal process is started which results in a formal letter being sent advising the landlord that if he does not complete the repair within 15 working days then the tenant (UKJSU) will effect the repair and deduct the costs from rent. If the landlord still fails to make the repair then the UKJSU contractor is tasked to complete the repair. This process can take in excess of 30 days and is unavoidable. Effecting the repair and then deducting from the rent without following the process is illegal.

TEMPORARY RELOCATION OF FAMILIES

12. In extreme situations it may become necessary to relocate a family to transit accommodation in a local hotel. Personnel electing not to use the selected facility will not be eligible for Subsistence Allowance or reimbursement of other costs.

CENTRAL HEATING AND DOMESTIC HOT WATER

13. **Boilers.** Most of our boilers are "combination" boilers that deliver hot water to taps and radiators as required. These only operate efficiently when they are pressurised correctly. Checking that the system is at the correct pressure (normally between 1-2 on the pressure dial) should be completed weekly. Pressure can be increased by operating a small valve (normally coloured blue) that should be found on the underside of the boiler, this allows more water into the system (remember the yellow valve is the gas – do not touch). **DON'T FORGET TO TURN THE VALVE OFF WHEN THE DESIRED PRESSURE IS REACHED.** If you are unsure of how to check your boiler or how to adjust the pressure either ask your neighbour or request a visit from the UKJSU staff by contacting the CSD.

14. **Operating Instructions.** Occupants must familiarise themselves with the relevant operating procedures for their heating equipment to avoid misuse or damage. Not only will this ensure continued good service, but it will also save money if the thermostat/ valves and time settings are used correctly. The Estate Warden will explain operating details on initial occupation of accommodation (March In). Occupants are advised to make sure at all times that:

- a. The system is topped up with water to the appropriate pressure. Note that the maximum required setting should only be obtained if and when the boiler has reached its pre-set operating temperature. As a guide this should be about 1.5 Bar.
- b. Radiators are purged of air if applicable, and systems topped up with water if the need arises.

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c. The burner air intake is not obstructed or blocked off. Failure to observe this could prove fatal.

15. **Check Points.** Please check the following points before reporting a fault with your boiler to the CSD or the Duty Italian Speaker during silent hours:

a. Is there enough gas in your tank?

b. Is electrical power available? If not check to see if you have power elsewhere also check neighbours power supply finally check the circuit breakers.

c. Does the safety switch (if provided) need resetting? If so, reset to start the system again. Do not repeat this procedure more than twice in half an hour.

d. Is system topped up with water, and is the water pressure at the correct level?

e. Is the pilot light still on? If not, try to re-light it.

f. The basic operating instructions have been followed.

g. Has the breakdown occurred immediately after the annual servicing or after a fuel delivery?

h. Have you pressed the reset button or switch?

16. **Special Notes.** The following points are worthy of a particular note:

a. Most modern central heating systems are of the enclosed pressurised type. While most installations operate at an average pressure of 1.5 Bar, a dial pressure gauge installed in the proximity of the boiler unit may show a red arrow indicating the maximum allowed pressure, or a section showing the preferred min-max range. If too frequent topping up is required, this fact should be reported to the CSD.

b. If there is too much water in the system, this will have to be released when operating the release valve. Place an old towel over it, as the water may be very hot. If the pressure is not reduced or the water inlet valve is left open the water will drain from the boiler from the emergency pressure release valve, giving a stream of water from the bottom of the boiler.

c. As the water in the system expands when the temperature rises, it is essential that water is added (if necessary) only when the boiler temperature inside the installation has reached the pre-set operating temperature.

d. Temperature adjustment is normally done by a control dial and checked by means of a thermometer/gauge fitted for that purpose on top of the boiler. The temperature of your boiler should be set at about 60°, dependant on your requirements and/or weather conditions.

17. **Annual Servicing.** Italian law legislates that all central heating systems are serviced and checked annually by the tenant, ie the UKJSU. There should be a small label attached to the boiler cover indicating the last time the boiler was serviced, if your boiler is out of date for its annual check then please report this to the CSD.

GAS

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18. During the summer most 1000 litre gas tanks last about 5 months. During the winter months most families will get through the same amount every 5 – 6 weeks! Remember the golden rules:

- a. There are no weekend or out of hours deliveries.
- b. Check the level in your tank before you ring the CSD.
- c. The CSD will always insist on **4 days** notice for a delivery.
- d. The gas truck cannot commit to a specific time for delivery only AM (0800 – 1200hrs) or PM (1300 – 1600hrs) and only the tenant or the tenant's neighbour can accept delivery. (The Support unit cannot accept delivery on your behalf, even if you are busy at work). Please note, once arranged you must be available to accept your delivery, failure to do so may result in a charge from the gas supplier.

19. The system is easy. Check your tank weekly and when the meter shows you have about 30% or 300 litres, knock on your nearest UK neighbour's door and tell them that you are ordering gas and ask them if they need gas as well. Then contact the CSD (csd@uknsu.it or **0813342111**) and order the gas. Arrange with your neighbour to check with you next time they are ordering gas and then share the inconvenience of staying in waiting for the delivery. The UKJSU Staff cannot accept delivery on a tenant's behalf. **Please note - if you run out of gas at night or at the weekend do not demand a delivery – it is not possible.**

AIR CONDITIONING

20. Air conditioning units are not a JSP scaled item and no entitlement exists for them in Italy, if you are lucky enough to have them fitted in your property then the maintenance will either fall to the landlord, if he is willing to repair them, or the tenant. The fitting of units in properties is not permitted without written permission of the FM department. Please note: Air Conditioning Units are expensive to run and use considerable power – therefore think green and use power sensibly and conserve energy by switching off when not at home.

MOSQUITO NETS

21. Mosquito nets are provided in properties by the landlord as these are non JSP scaled items and it has been deemed there is no requirement for them in Italy. By the nature of their design these are fragile items and can be damaged very easily, particularly by pets or children. If the damage is caused through fair wear and tear they will be repaired at cost to the unit however if it is damaged through negligence then a bill will be raised. The life expectancy of a new net is expected to be a minimum of 3 years..

DECORATION

22. The internal decoration of service accommodation is normally carried out when the property is empty. However, should it be necessary to decorate whilst occupied, the occupant is to :

- a. Take down curtains and pictures.
- b. Place the furniture in the centre of the respective rooms and cover it with dustsheets or paper, alternatively, remove furniture, curtains, carpet etc. to another room.

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- c. Occupants are also advised to carry adequate household insurance for their personal effects in case of accidents involving either MOD staff or contractors.

PEST CONTROL

23. Minor pest control, including the purchase of sprays, powders, mousetraps etc, is the responsibility of the occupant. Major infestations requiring expert professional attention are to be notified to the CSD. It is noted that on some of the Parcos there are families of feral cats in residence and this is largely due to them being fed or having access to food within the Parco. Under Italian law it is not permissible to remove the cats from the Parco however they can be caught neutered or spayed at nil cost by a local animal charity but they will then be returned to the same Parco. It is also illegal to abandon animals with a fine of up to 1000Eu and a jail sentence.

CHIMNEY SWEEPING

24. The UKJSU will on request arrange for all properties with open or closed fires, to have their chimneys cleaned annually on application to the CSD. Others, not in regular use are to be cleaned every 3 years. Cleaning is best carried out in Oct or Nov prior to the use of fires in the winter. Appointments for the work will be co-ordinated by the CSD. Individuals using an open fire more frequently than normal and who wish to have chimneys swept more than once a year may do so at their own expense. The MOD will only authorise one clean per annum at public expense.

REFUSE

25. The local refuse collection service empty the large public bins/skips on the main roads most nights. It is the tenant's responsibility to deliver their household rubbish to these bins. No collections are made by the public services from individual properties.

26. All household waste should be disposed of sensibly and in an environmentally friendly manner. It is not acceptable to dispose of broken glass, sharp or dangerous items without first wrapping them to prevent injury to personnel processing the waste.

WINDOW CLEANING

27. Window cleaning in service accommodation is at the occupant's expense.

DISHWASHERS /WASHING MACHINES/DOMESTIC COOKERS

28. Connections for dishwashers/washing machines are the occupant's responsibility. An element exists in Disturbance Allowance for the fitting costs, and occupants must make their own arrangements.

29. Where dishwashers/washing machines are fitted the tenant is generally responsible for all servicing and repairs. If in doubt, request the FM to check the terms of the lease. The installation of private cookers is forbidden.

DRAINS AND SEPTIC TANKS/CESS PITS

30. **Drains.** Blockages to drains not only cause distress and become a hazard to health but can be time consuming and expensive to rectify. When such incidents do occur, they are invariably caused by a build up of foreign bodies which have been flushed down sinks or toilets. Such thoughtlessness can therefore inconvenience your neighbours, and cost money to rectify. Blockages must be reported to the CSD immediately, and the tenant may be required to pay for the

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repair/unblocking if the landlord or FM department can show that the drain has been blocked through misuse. Please note the disposal of sanitary products, nappies and non degradable items (wet wipes, hand towels and the like) **MUST NOT** be disposed of into the sewerage system.

31. **Septic Tanks/Cess Pits.** It is vitally important where septic tanks or cess pits are in use that occupants do not use bleach or highly concentrated detergents to clean or attempt to unblock WCs as this will prevent your foul drainage system from working correctly. There are products available in all supermarkets which can be safely used with equal effect. Tenants should check the level of their septic tanks/cess pits monthly, if full this should be reported to the CSD. Sometimes our septic tanks end up being flooded by rainfall so make sure you know where your tank is and how to check how full it is. If you decide not to check your septic tank the first indication you will have of it being full will be fetid water coming back up inspection chambers, even bath and shower drains and of course the smell! So if you are unsure where your tank is contact your Estate Warden for advice.

ELECTRICITY

32. **Electrical Adapters.** It should be noted that the 7.5 amp continental adapter plugs, widely available in the UK, are only intended for use with single small electrical portable appliances under 7.5 amps, they are not designed for general household or multi-socket use. Misuse of these adapters presents a serious fire hazard and can cause damage to electrical items. The practice of using multi socket extension leads is also discouraged as this can lead to overloading of the electrical socket to which it is connected, which can cause damage to the socket (melting) and at worst present a fire hazard. Please note the voltage in Italy is 220V.

33. **Electric Circuits.** The electrical circuits in hirings have been installed in accordance with Italian Electrical Regulations. This means that some circuits, which in the UK would be earthed, are not. In Italy a socket, which is earthed, has a 3rd hole within the socket, which connects to a protruding pin in the plug. Alternatively, it may have a side earth metal strip within the socket, which connects with side metal strips on the plug. It is highly advisable to plug in surge protectors ahead of your TV or computer etc. These are readily available and inexpensive at most electrical retailers. Failure to protect items as advised above may render claims ineligible by some Insurance Companies.

34. **Power cut.** In the case of power cut, please check with your neighbours to verify if the power cut is local to your residence, or if the houses in your location are also affected. If it is just your house firstly please check your circuit breakers in the first instance and also check the circuit breaker located on your electricity meter. If you are the only property affected, turn off you electrical appliances, as on occasion the circuits may be overloaded and a reduction in consumption on a certain circuit may be necessary, ie if you have the kettle, microwave oven and dishwasher on all at the same time.

GARDENS

35. **Occupant's Responsibility.** The licence to occupy service accommodation requires the occupant to maintain the garden; this includes grassed areas, flower beds, borders, hedges, paths and driveways in a clean and tidy condition. If necessary hedges are to be trimmed back to at least 1.7m for handover.

36. **Public Areas.** The maintenance of some 'public areas' such as children's playgrounds and open areas between properties is generally covered by a ground maintenance contract. Residents should help in keeping all areas clean by not permitting a build-up of litter.

37. **Assistance to Dependants.** Dependants of Service personnel who are absent on TDY for periods of 6 weeks or more may be given assistance with grass cutting every 6 weeks, when manpower and finance resources permit between April and October.

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38. **Ivy.** Occupants of hirings are not to plant ivy, or similar climbers, on the exterior walls of hirings without written permission from the landlord which may be obtained by the WPO. Unauthorised planting may result in costs for damages being raised when departing Naples.

39. **Trees.** The haphazard felling of trees in grounds/gardens is forbidden. They are the property of either the Italian Government, or the landlord. Some varieties are protected, and may result in prosecution and fines to occupants for the replacement of mature trees. If occupants have a damaged and potentially dangerous tree, or one that is overgrown, contact the WPO for advice. Major tree surgery is the responsibility of the landlord.

SMOKE DETECTORS

40. Smoke detectors are issued to all service accommodation to a scale, dependent on the size of the property. Operation and maintenance of these battery operated detectors is the responsibility of the occupant. Occupants are responsible for ensuring that these detectors are in a serviceable condition at all times. **Now** is always the time to check your smoke alarms. Maintenance is easy: keep it powered and keep it clean. Keep it clean by Hoovering the grill part of the detector and keep it powered by checking the battery **every week** by pressing the test button. If you are unhappy with the performance of your detector, bring it into the Unit and if it is found to be faulty it will be exchanged.

WORKS SERVICES (REPAIRS)

41. **Minor Repairs.** It is the responsibility of the occupant to keep all fixtures and fittings in a serviceable condition during their period of occupancy. Repairs due to unfair wear, breakages and neglect will normally attract a charge for barrack damage. All requests for minor maintenance repairs to accommodation are to be made through the CSD. Visits to houses by maintenance staff or landlords during working hours will be arranged by the CSD or the MAC Works Programmer.

42. **Responsibility for Repairs.** The responsibility for routine repairs and maintenance varies depending on the type of repair required. The difference depends on the lease agreement and may be the responsibility of the UKJSU, the landlord or the occupant.

43. **Occupant's Responsibilities.** Any fittings affecting the internal and/or external structure of the hiring is to be referred to the FM who will obtain the Landlord's permission for the fitting as necessary. It is not acceptable for occupants to obtain verbal permission from the landlord; this may cause recovery charges to be raised by the landlord when the house is eventually handed back. If occupants are unsure as to what can and what cannot be done in the hiring, they should contact the FM who will advise or obtain the information for them. Normal wear and tear defects are to be reported as they occur and not left until the vacation of the property. Where an occupant is liable for a repair every effort will be made to advise them of the costs to be levied prior to the work starting to allow them to place the work with another contractor if they wish. Failure to complete the repair to a satisfactory standard will result in the MAC being instructed to carry out the repair with the costs being recovered from the licence holder. If an occupant firmly believes that it he or she is in no way responsible for a particular item then they he or she should appeal **in writing** to the DCO UKJSU.

WINDOW FRAMES

44. Damage to window frames by drilling or by the insertion of threaded hooks is irreparable and can lead to barrack damages for the occupant on hand-over.

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CAT FLAPS

45. The fitting of cat flaps to service accommodation is not permitted without written authority. There is no provision for public funding therefore occupants will have to arrange and fund this. On change of occupancy, the occupants will be required to finance the removal and making good of the cat flap which may require the full replacement of the door.

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HUMIDITY AND CONDENSATION

46. Most of houses in the area can suffer from humidity and condensation. Some local houses are built from solid concrete instead of cavity wall and without the benefit of a damp proof course or any natural ventilation between the roof space and the house. This means that the houses are cooler in the summer but also that they suffer from humidity and condensation, especially during the winter.

47. Keeping your house well ventilated will reduce the effects of this type of construction but the appearance of mould spores is not uncommon. The use of portable gas burners for supplementary heating can exacerbate this problem due to the large quantities of water vapour they produce. The remedy is to wipe down affected surfaces with a weak solution of bleach and water. This will remove the spores and hinder their re-appearance. However the paint used in most houses is not waterproof and is often removed during this process.

BASEMENTS AND GARAGES

48. Rainfall here in Campania can sometimes be very heavy and often the local drainage systems cannot cope. Some basements will flood. It is known to the FM department that most basements suffer from a degree of mould and damp, this is also due to the building construction and is unfortunately inevitable. We strongly recommend that if you are storing anything valuable or something that would suffer from exposure to water or damp (especially issued items, lawn mowers, washing machines etc.) in the basement, put the items on blocks, bricks or in storage crates/pallets. To help reduce your risks of flooding ensure that any drains around the house are free of leaves and debris that may block it, particularly the drain in front of garage doors.

STEEL SHUTTERS

49. Making sure the steel shutter hinges and locks are well lubricated the occupant's responsibility. The damp weather does cause these to stiffen and become more and more difficult to operate and eventually can break: a well-aimed squirt of oil will provide months of protection.

TENANT MAINTENANCE RESPONSIBILITIES

50. The table below outlines some of the repair responsibilities of tenants:

SAFETY SYSTEMS	
SMOKE DETECTORS	Weekly alarm function check and monthly cleaning
FLOOR COVERINGS	
Regular Daily Maintenance	
Replacement of tiles/paving stones, loose tiles DAMAGED BY NEGLIGENCE.	
HEATING/DHW SYSTEMS	
Regular purging of radiators.	
Topping up water pressure in system	1.5 to 2 bar
Resetting of the boiler	
BATHROOM/PLUMBING	
Daily Maintenance bath, shower, WC including descaling of accessible parts including replacement and cleaning of tap filters	
Blocked drainpipes	Self help should be employed in the first instance with the use of proprietary drain cleaners. If the

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	problem persists then it should be reported to the CSD. If drains are blocked through misuse then a bill will be raised against the tenant. See 29 & 30 above
Water scaling or rust marks	
New scratches, chips dents in bath shower WC etc	
Replacement of toilet seats post march in	

ELECTRICAL	
Resetting of circuit breakers	In the event of tripping
Resetting of electricity meter	In the event of tripping
Changing of light bulbs	
Electrical sockets	Using UK 2 pin plugs without the correct Italian triple/double adaptor can damage the sockets. If it can be shown the socket was overloaded by the tenant then barrack damages will be incurred.

CEILINGS, WALL COVERINGS, WOODWORK	
Cleaning of ceilings	Ceiling needs to be free from dust and cob webs but not repainted by the occupant at the end of occupation, unless the paintwork has been damaged excessively through abnormal wear and tear (ie. smoke/ nicotine stained) where the occupant may be required to pay for the damage. If touch up is required the paint should be of a uniform colour.
Refilling holes (due to nails, picture rails etc)	All nails should be removed advice will be given on pre march out inspection, holes should be filled using a suitable filler and sanded, then repainted to match the existing wall colour
Cleaning of paintwork at the end of the occupation	Wall paintwork should be dry wiped/dusted down and any marks cleaned using a mild detergent.
Negligent damage caused to exterior paintwork	(E.g., kids football against walls, dog claw marks etc) If touch up is required the paint should be of a uniform colour.
Wood work: all damage caused by occupant	Note: if the interior of your property including walls, doors, door frames etc are damaged by pets then a bill will be raised for rectification
Unblocking window frame condensation drainage system, (when fitted)	
Maintenance of adequate ventilation throughout the property to prevent damp occurrence	Due to the nature of the damp winters in Naples it is necessary to frequently ensure the property is adequately ventilated by opening the windows. (30 minutes minimum is recommended)

DOORS, WINDOWS, SHUTTERS	
Locks/hinges	Oil monthly
New scratches, chips	As required
Cleaning/maintenance of accessible windows, window frames and shutters	As required to prevent deterioration
Broken windows/ mosquito nets caused by accident/negligence	Repair or report to CSD
Regular use and oiling of shutters to keep mechanisms in good working order	Oil Monthly
Regular maintenance and cleaning of mosquito nets	As required
Repair of locks and door handles	If the tenant is locked out from own fault

EXTERIOR	
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Maintenance of garden, footpaths and drives	Garden maintenance includes pruning accessible hedges and trees, cutting and watering grass/lawns, general maintenance of lawns and flowers and plants, cleaning, weeding and clearing pathways/drives, including disposal of cuttings and trimmings
Keep gutters or drains clear where possible of dead leaves etc	May cause flooding of basements and garages Note: exterior high level guttering blockages are to be reported to the CSD
Washing lines	Installation and maintenance
Sceptic Tanks	Monthly level check – report to CSD for emptying
Vehicle, pedestrian Gates	Keep rail clear, lubricate rollers and hinges with WD40/3in1 oil

A FINAL NOTE

51. **A Final Note.** Please remember we are here to help, contact the Customer Service Desk in the first instance preferably by Email (csd@UKJSU.it) as this allows us to provide a more expedient service to you all, the CSD is operational from 0815 to 1630 Monday to Thursday and 0815 to 1500 on Friday. Outside of these timings please contact the Duty Italian on **348 2816561**. The jobs will be completed on a priority basis so please give as much of a description of your problem as possible. In general an Emergency Repair will be completed in 5 hours, an Urgent Repair will be completed in 24 hours and a Routine Repair will be completed in 20 working days, once the work has been carried out on your property please let the CSD know, this can save our staff a lot of wasted effort... Help Us to Help You.

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CHAPTER 3

ACCOMMODATION STORES AND FURNITURE

Furniture in accommodation

All SFA will be furnished in accordance with JSP308 subject to availability and entitlement is dependent on type of removal service used to move to Naples. Those who choose to use Full Movement Service (FMS) are normally only furnished with one double wardrobe in each main bedroom. Those using the Removals Service Overseas (RSO) will be opting to have their SFA furnished to scale with MOD furniture which may be supplemented with furniture held in stock. All properties are supplied with fitted kitchens to scale and cookers, however this may be supplemented by the individual if required, however white goods are not provided for either type of removals.

March In/Out

On taking over a property, the Estate Warden (EW) will provide the occupant with an inventory and after checking the furniture for condition the occupant will be required to sign the inventory. On march out the occupant may be charged for barrack damages and missing items. Once furniture has been placed in the SFA, heavy items are not to be moved or dismantled as this invalidates the contract under which they are moved and erected. All furniture is to be in the rooms as per the inventory on march out otherwise occupants may be charged to move them to the original room. Furniture is to be cleaned to march out standard however if not to standard the occupant will be informed to reclean otherwise the EW will arrange for the dirty items to be cleaned at the contract rate and the cost recovered from the individual.

Single Accommodation (inc Married unaccompanied)

Although the single persons removals allowance is less than the RSO and FMS schemes, note that single accommodation only provides a cooker, fridge/freezer and washing machines are available either fitted or in communal areas. Personnel in single occupancy housing are provided to scale of white goods but excludes TV, DVD, Microwave.

Get You In/Out Packs

These are available for personnel (including families) whose personal effects are in transit post collection or delivery and includes bedding as required. This includes items such as irons, ironing boards, kettles, cutlery and crockery, and TV if required. N.b. towels are not supplied.

Soft furnishings

Carpets and curtains, are supplied through the unit but only in limited size and colour. All floorings in southern Italy are tiled and therefore loose laid rugs are the norm and can be provided to scale on request. Curtains are basic MOD or substitute local purchased items but these are only available in main bedrooms and on request as most windows and doors are supplied with security shutters. (Note: colour and size is subject to availability due to the

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differing design of Italian housing). Curtains should be washed/dry cleaned and not be re-hung prior to final vacation as the property may be repainted between tenancies. Cleaned curtains are to be neatly hung in the master bedroom wardrobe for checking at march out.

Mattresses

Regulations concerning the provision, cleaning and replacement of mattresses supplied for service accommodation allow local commanders to reduce or extend the expected “life” of a mattress to reflect the local climatic conditions. The policy regarding a mattress life span is now in place for all properties and administered by the UKJSU. In order to protect and prolong the life of the mattress adequate mattress protection is to be used.