

Benvenuto in Italia (Welcome to Italy) and Welcome to Aviano Air Base

1. It is our sincere hope that your stay here will be a pleasant one. The Housing Office is here to do all we can to make your transfer to Aviano AB and your move into community as smooth and hassle-free as possible.
2. This brochure has been prepared to assist you from cradle to grave with your housing process; pre-arrival; searching for a home; moving into your home; living in Italy; and then finally ending the lease and preparing you to move on. The attachment to this welcome letter (page 2 of this packet) provides you a brief outline of the content within this brochure. It will answer many of your questions. If after reviewing this brochure you still have questions, please feel free to contact 31 CES Aviano Housing 31fw.housing@us.af.mil or call DSN 632-2272 and we will be happy to assist you.
3. As members of the United States Armed Forces, and U.S. civilian employees, please remember to use common courtesies required to assure our reputation as a "good neighbor" while residing in Italy.
4. If you have any comments or suggestions that you feel will help us provide better service to you, please take the time to fill out one of our "Customer Service Questionnaire" located in the main lobby of the Housing Management Office or get one from our counselors. Again, welcome to Aviano and enjoy your tour at Aviano Air Base.

AVIANO AIR BASE ITALY
Housing Management Staff

1 Atch
Housing Brochure Outline

HOUSING BROCHURE CONTENT

<http://www.aviano.af.mil/About-Us/Housing-Information/>

The following outlines the content of the Housing Brochure. There is quite a bit of information to review as well as complete to provide our Airmen a smooth transition for living in Italy. This housing brochure consists of five different packets:

Getting Started (Packet 1) Content: consists of information that starts your transition to Aviano AB:

- Section 1: Housing Management Office – information about our office and some tips/tools to know
- Section 2: Housing Application – how to start the process for getting a leased unit
- Section 3: Understanding TLA/TQSA – preliminary information about your Temporary Lodging Allowance for military and Temporary Quarters Subsistence Allowance for civilians
- Section 4: Miscellaneous – information about the housing market area and other important points

Searching for a Home (Packet 2) Content: consists of information/steps for locating your leased unit:

- Section 1: Searching for a Home – information for help in locating your leased unit and your responsibility for successfully meeting milestones
- Section 2: Filing a TLA Claim/Extension – information about the process for reimbursement
- Section 3: Understanding OHA/LQA and Utilities Allowance – information about your Overseas Housing Allowance for military; Living Quarters Allowance for civilians; and Utilities Allowance for both
- Section 4: Understanding MIHA-Misc/FTA – information about your Moving-In Housing Allowance-Miscellaneous for military and Foreign Transfer Allowance for civilians
- Section 5: Understanding MIHA-Redecoration – also referred to as MIHA-Paint
- Section 6: Understanding MIHA-Security – information about your MIHA for Security features

Found a Home (Packet 3) Content: consists of information and steps for securing your leased unit:

- Section 1: Understanding Your Lease Contract – information and completion of the contract between you and your landlord
- Section 2: Understanding the Inspection Process – adequacy standards
- Section 3: Understanding and Setting up Utilities – information when working with the 31 FSS for getting utilities established in your leased unit
- Section 4: Furnishings Management Services – offers temporary furnishings and long-term furnishings/appliances
- Section 5: Short Term Lease Contract Option – a unique option available at Aviano
- Section 6: Miscellaneous – required information and documents to complete the leasing process

Living in Your Italian Home (Packet 4) Content: consists of information about living in your leased unit:

- Section 1: Living in Italian Homes – helpful tips/tools for living on the Italian economy
- Section 2: Maintenance – tenant and landlord responsibilities for maintaining the property
- Section 3: Heating, Ventilation, Air Conditioning (HVAC) – general info about Italian HVAC systems
- Section 4: Electrical – general information about Italian electrical systems and plugs
- Section 5: Mold – information about mold and humidity in Italy
- Section 6: Off Base Recycling – how to properly dispose of your waste in Italy
- Section 7: Common Problems/Issues/Helpful Hints/FAQs – lessons learned, hints and tools and Frequently Asked Questions (FAQs) from past Aviano Airmen

Ending your Lease (Packet 5) Content: consists of information and steps for clearing your leased unit:

- Section 1: Termination of Lease – information about mandated clearing documentation
- Section 2: Termination of Utilities – information about ending your utility services
- Section 3: Departure TLA/TQSA – information about your Temporary Lodging Allowance for military and Temporary Quarters Subsistence Allowance for civilians
- Section 4: Furnishings Management Services – offers short-term furnishings and process for returning all short and long-term furnishings/appliances

All of these packets are found in the Aviano webpage so you can review the entire process before you arrive or you can simply start with Packet 1 and work this process upon arrival.

HOUSING MANAGEMENT OFFICE

Location: The Housing Office is located in Area F (Flightline) in Building 1409. See map on page 4.

Customer Service Hours: Monday through Friday 0830 to 1630 except Wednesday closes at 1500 for training. Since counselors are local national employees, the Housing Management Office and Furnishing Management Section will be closed on local national holidays and local national scheduled down days. Notification of closures will be advertised in The Wyvern, a weekly publication for Aviano events and information. Also, notices are posted at the Housing Office.

Housing Availability: you should know right up front there is no government accompanied housing at Aviano AB. All our housing needs are met by the local economy. Within this brochure you will learn about the market area that supports your needs as well as the tools used in searching for a home. Using the tools and information provided in this brochure should provide you all that you need to ease your conscience as you prepare to move to Italy.

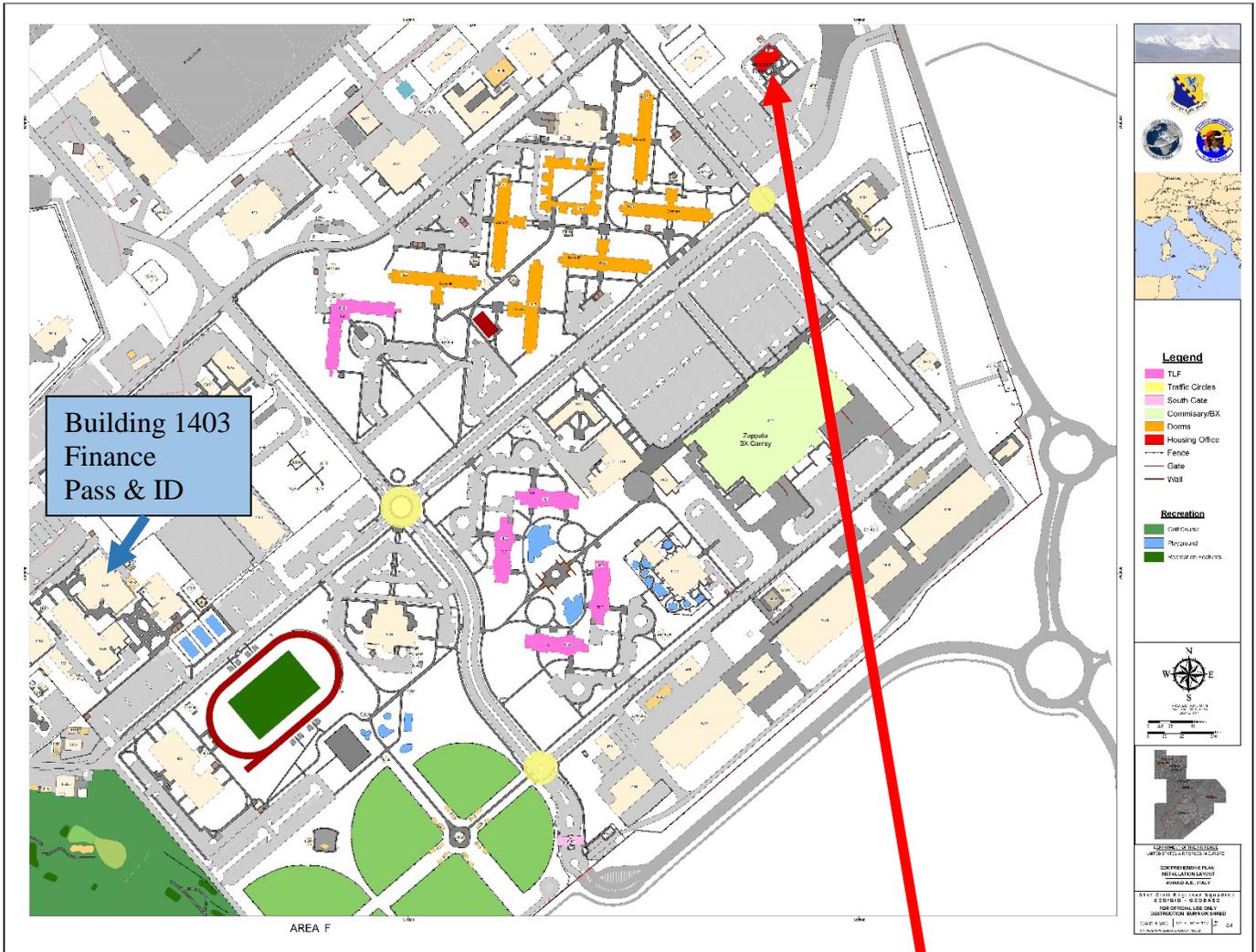
Codice Fiscale Program: The Italian Codice Fiscale is the tax code card in Italy, similar to a Social Security Number (SSN) card in the United States. The card serves to identify unambiguously individuals residing in Italy irrespective of residency status. A Codice Fiscale number is required to request services, including your utilities and housing lease. Requesting a Codice Fiscale is your obligation both for you and your dependents. If you have additional questions, contact your CSS. Although this program is not managed by the Housing Office, properly filled documentation is collected at the Newcomers Orientation and the Housing Office simply drops off the paperwork and picks up completed documentation once a week. Your documentation should be ready for pick up at Housing on Thursday afternoon of the following week. If you were unable to complete your documentation at Newcomers Orientation, you will be required to request your Codice Fiscale at the Agenzia Delle Entrate office in Pordenone. For your convenience, the application and a map are available in the Housing lobby area. We are often asked if you can get the Codice Fiscale before arriving at Aviano...the short answer is no. You must be physically living in Italy to apply, but it generally takes no more than a week to get it back.

Sign-in Kiosk: When you enter the Housing Management Office, please use the sign-in Kiosk. You can also do a web-check-in at <https://queuekiosk.com/webaccess/?QID=65&QTKN=avh83kk8s3jh32> and see real time number of customers waiting. If you check-in online you must report to Housing within 30 minutes to retain priority. There are three Customer Service offices to choose from: Housing, Furnishings Management Services (FMS) or Home Fuels (utilities program). The average wait time to see a counselor is 20 minutes. If you come during the lunch break (1200-1400 hours) or it is PCS season, you should expect the average wait time to increase to 40 minutes.

Quick Reference Checklist: There is an easy to follow checklist on page 5-6 of this section. The checklist will assist you in keeping track of the overall process and in providing the proper paperwork at the proper time. It is imperative that you use this checklist to assist your expeditious completion of Packets 1, 2, and 3 upon arrival and Packet 5 upon departure.

MAP TO HOUSING OFFICE AND OTHER KEY POINTS

This map shows the southeast corner of Area F. The legend on the map shows you the locations for the south gate, TLFs, commissary/base exchange, dormitories, and the housing office.



QUICK REFERENCE CHECKLIST

√	Requirement	Packet	Section
Prior to your Arrival at Aviano AB			
	Complete your Housing Application via H.E.A.T in www.homes.mil - This can be done before your arrival		
After your Arrival at Aviano AB			
	Bring copies of your (1) PCS orders and (2) a copy of your official ID Card to Newcomers Orientation, which occurs Tuesdays at 0730 . or if you arrive after Tuesday , attend Jump Start on Friday at 0900 in the Housing Office		
	Start "codice fiscale" process at Newcomers Orientation (pick up at Housing when ready)	1	1
	Complete Housing Application during Newcomers Orientation if you have not performed this step before you arrive		
	Briefed on TLA or TQSA during Newcomers Orientation - For TLA: 15-day increments, provide lodging paid receipt, copy of orders to Housing	1	3
	Briefed on OHA or LQA during Newcomers Orientation	2	3
	Briefed on MIHA-Misc or FTA during Newcomers Orientation	2	4
	Briefed on MIHA-Redecoration (Paint) during Newcomers Orientation	2	5
	Briefed on MIHA-Security during Newcomers Orientation	2	6
When you are Searching for a Home			
	Check the listings at least daily to see what units are available on HOMES.MIL - You should also network among friends and coworkers for other listings - The Housing Office can provide a GPS if needed as well as transportation - Aggressive housing search – TLA limitations	2	1
	Military: complete the Quarters Visited Form; provide to Housing Office every 15 days	2	1
	Consider opening a local bank account for electronic rent payment.	3	1
When you find a listing you are interested in viewing, your next steps are:			
	Contact the landlord for an appointment to view quarters and get directions. If any assistance is needed, please visit the housing office		
	Take the following with you to the appointment:		
	- A card with your name and phone number in case a landlord needs to contact you		
	- Letter of Intent and €150 for your deposit (nonrefundable if you change your mind)	2	1
	- 3 copies of the Rental Agreement	3	1
	- Information to the Landlord letter	3	1
	- Dichiarazione Atto Notorio letter (proof of ownership of the house/copy of landlord ID)	3	1
	- Refund Request Form for Paint	3	1
	- Utilities Transfer Form includes meter readings	3	3
	Review school bus transportation information if applicable to your situation	3	6
	IMPORTANT: If this is the home you want, the following needs to be determined/negotiated before any Letter of Intent or LL lease signing takes place: a. Identify type of stove required (Propane (Bombola) or City Gas) for FMS; b. Measure for placement of appliances and wardrobes (see Packet 3, Section 4); c. ID any repairs/security requirements, negotiate to have landlord make repairs		
	If this is the home you want and the previous checklist items a through c are acceptable, complete either the d. Letter of Intent and pay €150 deposit e. Have the landlord sign the lease, fill in all the other associated forms (you do not sign the lease until Housing approves/do not make any payments for this option)		
When you find a listing you are leasing, your next steps are:			
	Bring all of the following documents to the Housing office who will review and verify the house information with the office records - You should make an appointment for a lease review; this can take up to an hour	3	1
	- 3 copies of Rental Agreement -- signed by landlord only	3	1
	- Information to the Landlord letter	3	1
	- Dichiarazione Atto Notorio letter (proof of ownership of the house/copy of landlord ID)	3	1
	- Refund Request Form for Paint	3	1
	- Utilities Transfer Form with meter readings	3	3
	If the house has already been inspected, Rental Agreement will be approved on the spot	3	2

If the house requires inspection, all copies will be retained and the landlord will be contacted to perform the inspection. Once the inspection is accomplished, Housing will contact you to finalize the Rental Agreement	3	2
Immediately visit 31FSS/FSRF (Home Fuels) to start your utilities activations	3	3
Contact FMS for temporary furniture and long-term appliance delivery (bring dimensions)	3	4
Your Statement of Understanding form will be completed when finalizing the lease	3	6
Your Lead Based Paint memo will be completed when finalizing the lease	3	6
Sign the school bus transportation Certification of Understanding and provide to Housing	3	6
If you require advance OHA or LQA, begin processing your request	2	3
When you are Waiting to Move into your Home		
Consider procuring renter's insurance	1	4
If you are going to exceed the 60-day TLA period and you meet the justification requirements, provide extension request to the Housing Office.	2	2
If security items are still needed and LL will not accomplish the work, start approval process. If approved/work done, submit DD Form 2556 for MIHA-Security to Housing	2	6
If you do not meet the TLA extension justification requirements, review the information provided for Short Term Lease	3	5
When you are Moving into your Home		
Military: Initiate OHA or change OHA if in short term lease; claim MIHA-Misc.	2	3/4
Civilian: Initial LQA or change if short term lease with CPO; claim FTA for misc expenses	2	3/4
Military Claim MIHA-Paint. Complete DD Form 2556; provide to Housing (n/a civilians)	2	5
You and your landlord will complete the Premises Condition/Inventory, (2 copies) when moving in; provide a copy to Housing; you accept the house keys	3	1
Learn how to operate house systems properly; talk to the landlord or the previous tenant and have them explain the systems (if needed, Housing can provide assistance)	4	1
When you are Living in your Home		
If you are provided only one set of keys, get a copy made and keep them in a safe place in case you lose your set. If keys are lost, you will be responsible lock replacement		
Review the "Living in Italian Homes" information	4	1-7
When you Need to Terminate your Lease (Early or PCS)		
Mail Registered Letter to Landlord which schedules Pre-Inspection (30 days before Final) & Final Inspection Dates	5	1
Pre-Inspection of Premises with Landlord	5	1
Pay Water, Garbage and Sewage Bills (take receipts to Housing)	5	1
Contact FMS to set up temporary loaner furniture and return appointment	5	4
Close Private Utility Accounts (Gas/Electric) or Close Home Fuels Accounts: - 2 weeks prior to terminating lease schedule final out processing appointment a. Take Meter Readings to Home Fuels b. Make estimated payment based on meter readings (final billing could be received in 4-6 months but be aware it could be as long as 5 years for final bill) - Replenish LPG (propane) or Heating Fuel to same amount at beginning of lease	5	2
Return FMS short term and long term items. Pay for any damages or cleaning fees.	5	4
Clean the House thoroughly	5	1
Final Inspection of Premises - Security Deposit Returned or Pay for Damages - Return Keys; - Landlord signs Release Letter (take to Housing Office for final out)	5	1
If you are leaving after your 10-day TLA period, review the information provided for TLA Extension. If you meet the justification requirements, provide extension request to Housing for 31 FW/CC approval	5	3
Claim outgoing TLA. Provide to Housing: paid lodging receipt and PCS orders	5	3
Final Out Housing Office	5	1
Final Out FMS	5	4