

COMMON PROBLEMS/ISSUES/HELPFUL HINTS/FAQS

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

EMERGENCY TEMPORARY LODGING

If an emergency maintenance issue arises threatening your health or safety and the issue cannot be resolved and it is after the normal work day, weekend or holiday, contact your First Sergeant for approval to move into Temporary Lodging Facility. Contact Housing at the earliest possible time to assist with the maintenance issue and to submit a written request for Emergency TLA signed by you and indorsed by your First Sergeant. See a sample at page 5 of this section.

MODIFICATIONS TO THE HOME/PROPERTY

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

TENANT/LANDLORD DISPUTES

There are occasions where the relationship between the tenant and landlord becomes difficult. Housing counselors will contact landlords on your behalf and provide translation and other referral services. They will do everything possible to protect your rights and will inform you of Italian regulations/laws pertaining to your Rental Agreement. Please be aware that the housing office is not a negotiating agency and can only mediate between you and your landlord. Housing Management counselors will do their utmost to settle disputes but have no authority to force you or the landlord to accept any recommendations. Housing Office counselors cannot give you legal advice. If you need legal assistance, visit the 31 FW/JA.

TELEVISION AND INTERNET

Programming is offered free from the American Forces Network or at a cost with Sky (Italian programming). If required, you are responsible for the installation of satellite dish' for AFN or European television. Stop at the housing office to get a list of English speaking technicians for providing the installation or maintenance of the system. Netflix, Hulu, Google Chromecast, and Amazon Fire Stick are often used as additional entertainment options.

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

FREQUENTLY ASKED QUESTIONS (FAQS)

Can I cut down bushes or trees?

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

What about neighbors landscaping flowing over into my yard?

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

How do I find a local technician, plumber, HVAC, antennas, carpenter, etc.?

Ask your landlord for assistance in locating a technician since he will have to approve the repairs or installation of items. A source to find technicians name is to Google "EMERGENZACASA24H", e-mail info@emergenzacasa24h.it or call Tel +393711743951 for plumbing, electrical, and locksmith or carpenters. Remember, you must have landlord's permission before repairs are made and before incurring any reimbursable costs.

How do I find a hardware store?

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

How do I find a gardener?

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

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

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

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

Bombola is an Italian propane tank. See page 6 below.

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

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

Can I enter an addendum with the landlord?

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

Why does my house keep losing power?

Power loss can be caused by running too many appliances at the same time or use of American UL Listed surge protectors. Refer to **Packet 4, Section 4**. Most homes have full GFI protection (not just in the bathrooms) so if any water is infiltrating the electrical system it will pop the house's GFI circuit breaker.

Why do I have to pay for trash/recycling?

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

Why do I have to pay for water?

Again in Italy it is the tenant's responsibility to pay for water.

Why do I have to pay three years of bills for recycling, water, boiler maintenance, etc., when the landlord did not provide them in a timely manner?

You are still liable to reimburse the landlord for outstanding bills even if presented in an untimely/unreasonable manner. You should request your landlord to provide bills on at least an annual basis and it is highly recommended you set aside your recurring maintenance/utilities allowance to cover these reimbursements. If you have not paid regularly, you should expect a request for the entire payment at the time of terminating of the lease.

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

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

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

Italian Civil Code requires renters to return premises in the same conditions received at beginning of tenancy. Since a newly constructed house includes freshly painting walls, paid by the owner, you are required to pay the fee so he/she can provide the house freshly painted for the next tenant. Military members can receive paint cost reimbursement but civilians do not receive this reimbursement. See **Packet 2, Section 5**, for further details.

Can I paint the walls a different color?

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

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

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

FAHRENHEIT TO CELSIUS CONVERSION TABLE

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

<LETTERHEAD>

<date>

MEMORANDUM FOR 31 CES/CEIH

FROM: <Your Name>

SUBJECT: Request for Emergency TLA Due to <issue>

1. Request emergency TLA <state the reason for extension, i.e. because the house does not have any heat and the boiler needs to be repaired>. The landlord was contacted on <dates> but due to <weekend, Italian holiday>, the technician cannot be arrive until <date>.

1. If you need any additional information, please give me a call at <telephone numbers>.

<Your Signature Block>

1st Ind, <your First Sergeant>

MEMORANDUM FOR 31 CES/CEIH

Concur with the above request for emergency TLA.

< First Sergeant Signature Block>

2nd Ind, 31 CES/CEIH

MEMORANDUM FOR 31 CPTS/FM

Emergency TLA for <name> is authorized from <dates>.

SAPONARO ANTONIO,
Housing Manager

