



The purpose of this Annex is to provide you with supplementary information not contained within the generic Europe Housing guide.

Your Estate Manager (EM) for Poggio Renatico and Milan is Davina Martella. Davina can be contacted by telephone on 0039 335 151 2182 or by email at Davina.martella101@mod.gov.uk.

Your Estate Manager (EM) for Naples & Rome is Antonio Caparelli. Antonio can be contacted by telephone on 0039 349 760 7214 or by email at Antonio.Caparelli100@mod.gov.uk
Alternatively, you can email the Housing Assistant Italy at Amy.Dunbar103@mod.gov.uk.

They are the first DIO point of contact for your house and the other houses in your areas, except for repairs issues which should be reported through the Babcock CCC Helpdesk on 800940008 (free phone from Italian mobile/landline), +44 1454 806957 or by email at BSSihelp@babcockinternational.com

Emergency out of hours repairs are to be reported to the Babcock CCC Helpdesk and the Duty Italian Speaker if you require assistance on 0039 331 611 2140.

ITALY SUPPLEMENTARY INFORMATION

DIO ITALY

Villa Britannia, Naples, Italy

BFPO 8

Opening times:

Monday – Thursday: 0830hrs - 1630hrs

Friday: 0830hrs - 1500 hrs



+39 (0)81 334 2111

Emergency Out of Hours:

Babcock CCC Helpdesk: +44 (0)1454 806957

Duty Italian Speaker: +39 331 611 2140

DIO CONTACT DETAILS

DIO NAPLES (Also responsible for Rome)

DIO Estate Manager Southern Italy – Mr. Antonio Caparelli

Email: Antonio.caparelli100@mod.gov.uk

Office Number: 0039 (0)81 334 2410

Mobile Number: 0039 (0)

DIO Housing Assistant – Mrs Katarzyna Lee-Mikus

Email: Katarzyna.Lee-Mikus100@mod.gov.uk

Office Number: 0039 (0)81 334 2111

Mobile Number: 0039

DIO Customer Relations Assistant Southern Italy – Mrs. Amy Dunbar

Email: amy.dunbar103@mod.gov.uk

Office Number: 0039 (0)81 334 2244

DIO Coretech – Mr. Ferdinando D’Ambrosio

Email: FERDINANDO.DAMBROSIO101@mod.gov.uk

Office Number: 0039 (0)81 334 2255

DIO FERRARA and VARESE

DIO Estate Manager Northern Italy – Mrs. Davina Martella

Email: Davina.martella101@mod.gov.uk

Office Number: 0039 (0)53 220 6990

Mobile Number: 0039 (0)335 151 2182

DIO Customer Relations Assistant Northern Italy – Mr. Ciaran Burke

Email:

Mobile: 0039 (0) 331 611 3608

FAULT REPORTING

STAFFING AT DIO ITALY

The DIO office at Villa Britannia (Villa B) in Naples houses most of the administration and support staff for housing matters concerning British Military Personnel across Italy. The Italy Estate consists of Naples, Rome, Ferrara and Varese which is managed by the DIO Area Manager Italy (AMI). In Naples, the AMI is supported by a Housing Assistant, a Customer Relations Assistant (CRA), a Core Technician and an Accommodation Manager for Southern Italy (AMSI).

DIO have a second office in Ferrara which houses the Accommodation Manager for Northern Italy (AMNI) and a Customer Relations Assistant (CRA) to support British military personnel located in Ferrara and Varese.

DIO'S INDUSTRY PARTNER

DIO contracts out all works to Babcock, who in turn employ a local company, MACItalia (MAC). MAC carry out all of the statutory, mandatory, routine maintenance and reactive works on the properties across the whole Italy Estate on behalf of DIO.

The Customer Contact Centre (CCC) managed by Babcock in the UK is a 24/7 helpdesk which is open 365 days of the year and is for the occupants to use in order to report issues with their accommodation. Requests are passed to MAC via an internal computer system. MAC will then make appointments with the occupants in due course to carry out any necessary works. Although the MAC office employees are fluent in English, some of the engineers are not. The MAC office staff do support the engineers when needed.

CCC CONTACT DETAILS

In order to raise a request to the CCC Helpdesk you will need to provide them with your Property Identification number (PID). Your PID number can be found on your Licence to Occupy paperwork which you will have received from the housing office in Shape together with your Allocation Letter.

Please see the CCC Babcock Helpdesk Sheet and on the next page.



Welcome to the CCC Helpdesk



Defence
Infrastructure
Organisation

The CCC (Customer Contact Centre) is 24/7 365 days a year service that started in 2007. It was created to provide a professional, fully mobilised contact centre service that provides excellence as standard. We have a range of clients including UK schools, European military bases, and Global businesses including Airports and Fleet Management solutions, so we have a diverse mix of clients and are fully versed on all aspects of defence activity.

It is important that occupants engage with DIO and not their Landlords directly to ensure that the occupant is not held liable for any receipted works out of entitlement.

Ways to contact

Phone - 800940008 Free from Italian mobile Or +44 1454 806957 from UK mobile

Email - BSSlhelp@babcockinternational.com

Web Portal - BSSGhelp.babcock.uk

Feedback Email – BSSI-customerfeedback@babcockinternational.com

Information needed from you

The 5 W's - Who, Where, What/Why and When

Who are you? - Name and best contact number

Where are you? - Villa number/Parco name for us to find where you are situated

What/Why is the issue? - Check for the fault issue, i.e. if a light is out is it the switch that's faulty or is it the bulb itself?

When? - The local team in Italy will call to arrange an appointment at your convenience once the job is raised

Job Categorisation

The Helpdesk agents log all requests with a category, depending on the urgency of the issue. These categories are as follows:

Emergency - Where there is imminent danger to health, life or building Babcock will attend to make safe. One hour's response time.

Urgent - Where work needs to be completed swiftly to prevent further damage to property or put right a controllable health risk. Five working days maximum rectification time.

Routine - Where work is necessary to prevent further damage and restore normal working order. Twenty working days maximum rectification time.

Job Tracking

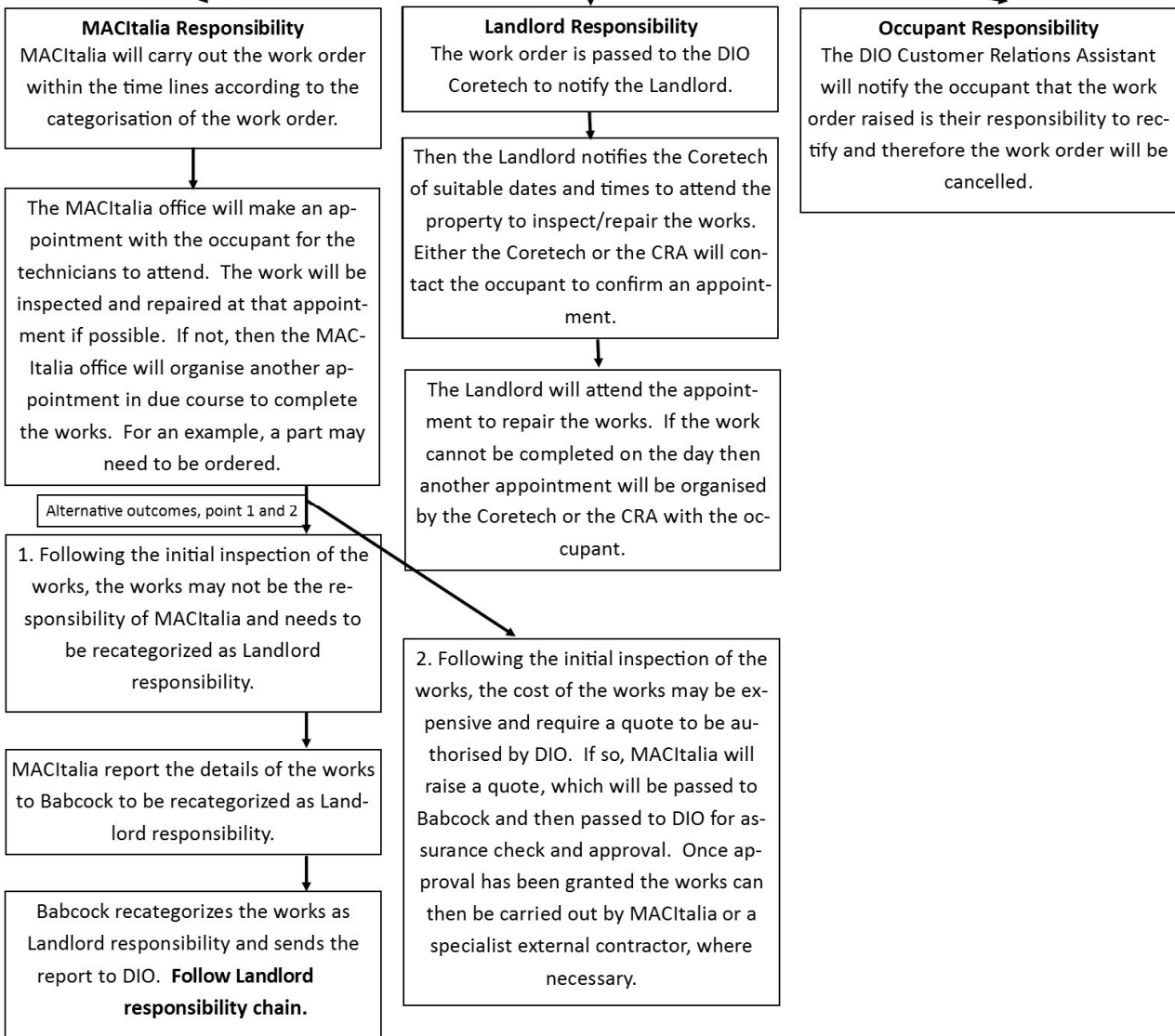
If you wish to track progress of the work reported please contact the Help Desk via email providing the reference number given to you during the log in process. An operator will be in touch with you to give you all the information you've requested.



Babcock Work Order Flow Chart

Occupant raises the default to the Babcock Helpdesk (which is located in the UK) and a work order is raised. The Babcock Helpdesk categorises the work order as either emergency, urgent or routine. Once logged, the work order is live on the Babcock IT system and is instantly visible on the Babcock IT system in Italy.

In the Babcock Italy office the work order is then categorised in terms of responsibility as either MACItalia, Landlord or occupants responsibility.



Additional works categorisation
 Additional works are works that are not routine maintenance. These works need to be quoted and authorised by DIO. Also, Landlord permission may be needed before works can commence. These additional works are dealt with on a case by case basis. The timeline for additional works is 60 working days from the date the work order was raised through the Babcock helpdesk.

Pre-Planned Maintenance Checks (PPMs)

Pre-Planned Maintenance Checks are carried out annually and are a mandatory legal requirement by Italian Law. MAC Italia will be in contact when your property is due its annual PPM check and you are required to give access following 48 hours' notice.

Keep up to date:

It is important to keep your contact details up to date with us in the case of contacting you for appointments. If you change mobile numbers whilst here, please get in touch via phone, email or face to face in the office.

Email: amy.dunbar103@mod.gov.uk

Phone: 0039 (0)81 334 2244 OR Ciaran Burke on 0039 331 611 3608

HELPFUL INFORMATION

DEFENCE ACCOMMODATION STORES

All properties are scaled, and appropriate charges levied in accordance with current MOD instructions as either unfurnished, part furnished or fully furnished. Current charges are available from your respective UKNSE. Garage charges are raised in the same manner.

Charges as appropriate to Type, Grade, type of garage and furnished state are raised via paying authorities. Changes in marital status or absence of Spouses in excess of the permitted period are to be reported immediately to your respective local EJSU/UKNSE and DIO Accommodation Manager. Issues of Defence Accommodation Stores (DAS) furnishings in excess of the authorised scales are not normally permitted except in special circumstances that must be justified. Requests for excess issues of DAS are to be directed initially to the Accommodation Manager concerned.

UTILITIES – LPG GAS OR OIL SUPPLY

DIO pays your utility bills, the bills are paid by DIO SHAPE (after being forwarded by your local DIO team or received directly from the utility company). If you do receive a bill at your property, please pass it to either your local DIO Office or your local EJSU/UKNSE for forwarding on to DIO SHAPE for payment.

Most of the SSFA / SSLA in the Naples region use LPG for both cooking and heating which is commonly supplied by a 1,000 litre tank located somewhere within the bounds of the property. The tanks are fitted with GPS systems which alert the supply company and the Babcock office in Italy when the tanks are running low. However, it is recommended that every occupant regularly checks their remaining supply, where safe to do so and if concerned about its level contacts the helpdesk requesting a refill. Properties located outside this region such as Ferrara and Varese are connected to town gas.

For those few properties that use oil as their heating fuel, a careful monitoring of the remaining level is required. You should avoid the level dropping below 25% in order to minimize clogging of the systems from sediment build up over time. Enquiries for a refill should be made to the Babcock CCC helpdesk.

WATER

Water supply provided for Accommodation is for normal domestic use only and excessive usage may result in charges being raised. The water in much of Italy is hard and may require the descaling of shower heads/taps and domestic items more frequently than is normal in soft water areas. Leaks, both internal and external are to be reported to the Babcock CCC helpdesk immediately. DIO has not been informed of any water quality issues by the supplying authorities which we continue to monitor. DIO undertakes periodic testing to ensure the water is safe for domestic use.

SWIMMING POOLS

Self-erect pools use vast amounts of water and in some cases are not permitted by the landlord as they pay the water consumption bills. If you have permission for a pool you are advised to trickle fill the pool overnight over a prolonged period to prevent your household water tank running dry.

If your Parco has a built-in swimming pool then it is solely the Landlord's responsibility. This includes the opening and closing schedule, pool furniture, maintenance and liability. However, you may report any faults to the Babcock Helpdesk. From there the request will be categorised as a Landlord Responsibility and DIO will contact the Landlord on your behalf.

INTRUDER ALARMS

Security Alarms are provided by DIO in most properties, or by the Landlord in others. When handing over the tenancy the outgoing occupant is to hand the alarm code to the AM to enable the new occupant to change the code.

Residents who suspect that their alarm system is not working are to contact the Babcock CCC.

SECURITY

The occupant is responsible for the security of service accommodation and its contents. Occupants should notify the Babcock CCC if they feel their physical security is compromised in any way.

Occupants are reminded that in the event of theft (or damage) of MOD provided items (e.g. furniture, white goods etc.) the tenant remains liable for their replacement costs. Occupants once again are strongly advised to obtain insurance to meet expenses in these circumstances.

ABSENCE FROM HOME

The occupant of any hiring is responsible 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 to leave a key with a neighbour or friend whom they trust, so that the individual can check the property at irregular intervals. If, for example, the alarm system is tripped by a power cut and a key is not left with a neighbour or a friend, then there is no possible access to switch the alarm off. DIO do not hold spare keys, nor do they have authority to enter. If permission from the occupant is granted via the UKNSE, then there will be a barrack damage cost incurred to break the locks to access the property.

In addition, occupants 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.

SATELLITE DISHES and BFBS BOXES

Occupants are responsible for any set-up, installation or maintenance costs for the BFBS System in the same way as they would be for a Sky satellite system in the UK. The monthly rate of LOA includes an element towards the cost of a cable TV subscription. Furthermore, Disturbance Allowance includes an element towards the cost of installing and removing a satellite dish.

The AM advises the previous occupant to leave their BFBS in situ at Move Out. However, if your property does not have a BFBS box then you can request one from the BFBS service desk. They will post a new box out to you free of charge to your local BFPO. The BFBS service desk can be contacted on +44 203 750 4567 or you can email servicedesk@bfbs.com.

Before installing satellite dishes permission must be given in writing by DIO after consultation with the landlord. Occupants 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.

TELEPHONES AND INTERNET

Telephone lines and Internet for Naples are arranged through the Families Centre in Building L, JFC Naples. 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. Internet facilities are available in Villa Victoria (ICF).

MAINTENANCE OF OUTSIDE AREAS

All occupants are reminded that gardens, driveways, hedges and immediate outside areas must be kept in a clean, tidy and weed free condition, i.e., grass, shrubs and hedges are to be cut or trimmed and garden waste disposed of as necessary to maintain a respectable appearance. Occupants should check with their Accommodation Manager to ensure that they comply with local rules governing garden maintenance times and disposal of garden waste.

Pathways and pavements in front of, or bordering, houses are normally the occupants' responsibility. Rubbish is not to be swept into drains, as they are easily blocked.

Accommodation Managers will raise charges on Move Out if grounds/gardens/hedges have not been maintained to a satisfactory standard.

DISHWASHERS / WASHING MACHINES/COOKERS (White Goods)

Dishwashers are sometimes installed by Italian Landlords prior to the MOD taking over the property. These may be used at the occupant's discretion. If used they are normally to be maintained by the occupant, or, in exceptional cases, Landlords may agree to undertake some maintenance tasks. The use of MOD funds or personnel for the upkeep of dishwashers is not authorised. The plumbing in of privately installed white goods is to be carried out under private arrangements. Privately owned cookers from the UK should not be connected for use in Italy, although you may consult with your Accommodation Manager to ascertain the feasibility of installing your own cooker.

ELECTRICAL ADAPTERS

It is important that you use adequate adapter plugs for general household or multi-socket use. 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 amp. Misuse of these adapters presents a serious hazard and additionally can cause damage to electrical items.

NOISE

Be considerate of any noise being made during siesta hours between 1400h and 1600h.

It is forbidden to use chainsaws, spraying machines, lawn mowers and toys or devices powered by petrol engines or electric motors on Sundays, and weekdays between 2000h and 0800h.

PESTS

Infestations of mice, rats or insects in SSFA properties are thankfully rare. However, many SSFA properties are in rural areas and the occasional problem arises. In such cases the helpdesk will advise on the appropriate measures usually via the DIO contractor. Major infestation should not occur providing kitchen waste is double-wrapped and removed in appropriate bins or containers. Accommodation Manager advice may be sought as appropriate.

CHIMNEY SWEEPING & ELECTRICAL TESTING

Italian law requires that all chimneys & electrical and gas systems, which are used regularly, are to be inspected on an annual basis. DIO Naples organises an annual programme of checks (Pre Planned Maintenance checks) through our contractor MAC Italia.

PUTTING ISSUES RIGHT

Your Accommodation Manager is available to discuss any issues that you feel are not being adequately managed. If, however, you have concerns that your issues are not being adequately resolved then you should contact the LMS.

LEAVING ITALY

Please contact your local Accommodation Manager within 10 days of receiving your assignment order to move. We will then confirm a date for a pre-move out and ensure that your move out is planned efficiently.

RUNNING A BUSINESS FROM HOME

In accordance with JSP464 Vol 1 Pt 2 (v4.0), the licensee agrees not to carry out or allow member of his or her household to carry out any business, trade, club or similar activity in the property without the prior written consent of the DIO Housing Staff. Permission is also to be obtained from the local Service Commander.

GARDEN MAINTENANCE

The license/lease to occupy an SFA requires the occupant to maintain the garden in a clean and tidy condition. This includes all grassed areas, flower beds, borders, hedges, paths, patios, outbuildings and driveways. Hedges should, where appropriate, be maintained to below 2m. Garden sheds, although established in some SFA, are not MOD scaled or funded.

External storage space for garden equipment is normally contained within the garage. Requests for the establishment of garden sheds/greenhouses etc. at private expense may be made to the Landlord via the helpdesk. Occupants are responsible for all associated costs including removal and reinstatement of the area on Move Out from the SFA. It is not normally permitted to keep livestock (chickens, pigs, goats etc.) in SFA gardens.

Ivy: occupants of properties must not plant ivy, or similar climbers, on the exterior walls of properties, without authority from the Landlord via DIO. Unauthorised planting may result in costs for damages and removal being raised on Move out.

Garden refuse – disposal: garden refuse can be disposed of, normally free of charge at local disposal sites. The refuse must be emptied into the containers provided. Compost heaps in SFA gardens are not to be permitted to grow out of control and must be removed prior to Move Out from the SFA. In some areas, issued waste disposal bags may also be used for small amounts of garden waste (grass and hedge clippings etc). Request advice from your Estate Manager as appropriate as each commune has different regulations.

PETS

As SSFA/SSLA in Italy are rented by MOD from local landlords, the Landlords have the right to prohibit the keeping of pets in their properties. In open communal and childrens play areas surrounding the Housing Estates, pets must be kept under strict control and are not to be allowed to foul open play areas or gardens. Pets are not allowed at the Integrated Community Facility unless when authorised by DIO and your local EJSU/UKNSE at an organised event (e.g. Naples Brit Fete). Wearing a leash is compulsory for all dogs in all places, private or public, that are accessible to the public. The owner must always be in control of their dog. It is the owner's responsibility to minimise noise between the hours of 10pm-6am, e.g. barking, howling.

Individuals who intend on bringing cats, dogs or other pets to Italy must state this in the MOD1132 Application form. You are required to provide evidence at the Move Out that the floor coverings and/or soft furnishings (in the case of cats and dogs) have had an appropriate pesticide and/or deodorising treatment applied.

It is to be noted in accordance with Italian law certain breeds are classified as potentially dangerous. You should seek advice from your local EJSU/UKNSE regarding the detail of bringing pets to Italy.

Cat flaps are not normally fitted in local hirings. Upon request from the occupant the landlord's permission will be sought. You must be aware that if permission is granted, all costs for materials, fitting of the cat flap and the replacement of the door to the original one for Move Out, will be at your expense.

MOD FORM 1132

APPLICATION TO KEEP A PET(S) IN SERVICE FAMILY ACCOMMODATION

(For completion by Licensee)

Name of Licensee	
Rank	
Service Number	
Contact Tel No	
SFA Address	

Use a separate entry for each pet.

<i>Type of Pet</i> (JSP 464 Pt1 Para 0619b)	<i>Breed</i>	<i>Colour</i>	Is pet caged? YES/NO

I have read and understand that it is my responsibility to keep the pet(s) under control at all times.

Signature

Name (Block Capitals).....

Date.....

Please return the completed for to the NHPHD.

REFUSE DISPOSAL

Fly tipping is illegal in Italy. 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. Ensure that bags are sealed and not placed out too early before collection day, as this encourages pest infestations, particularly in the summer heat.

In Naples, the local refuse collection service is slowly improving. Some Parco's already have communal recycling bins which occupiers are encouraged to use sensibly. It is the occupiers' responsibility to deliver their household rubbish to these bins. In other Parco's, recycling collections occur but no bins are provided; instead, occupiers place the separated refuse in plastic bags outside the Parco gate on the allotted day for collection.

Ensure your refuse is outside your Parco the night before if possible as the collection is scheduled in the early hours of the morning and you may miss it otherwise.

In Rome, occupants are to use the communal bins provided by the council on the streets of Rome respecting the recycling programme. Please use the correct bins provided for your waste.

In Ferrara, on March In the occupants are handed two electronic green bin cards called Carta Smeraldo. This card is to be used for unrecyclable waste and must go into a 30ltr bin bag. The occupant scans the barcode on the card over the sensor on the grey bins and the top opens for you to place the bin bag in the slot.

This card will also open the large brown bins for garden waste, the opening is much bigger but only the contents of the waste bag should not be disposed of in the bin (garden waste; grass cuttings, leaves, branches), not the bag.

All the other bins are 'free'.

The Carta Smeraldo is registered under DIO but is connected to the property and not the occupant. Therefore, occupants should look after the card and pass it to their successor. Should the card be stolen or lost, this must be reported to the DIO office ASAP.

In Varese, each area falls under a separate council. Therefore, almost each property has a unique waste disposal system, whether it be collection door to door or roadside waste bins. On Move In, the Accommodation Manager will supply you with a waste collection calendar relevant for your area. Every year these calendars change; new calendars can be requested through the NSE.

Key to waste types in Naples:

UMIDO – Wet waste i.e. vegetable peelings, food waste

SECCO – Non recyclable

MULTIMATERIALE – Tin cans & Plastic bottles

CARTA E CARTONE – Cardboard, cardboard juice containers etc.

IMIBALLAGGI in VETRO – Plastic wrapping i.e. Clingfilm and glass i.e. Bottles

Normal household refuse is collected daily depending on the programme issued by the local Town Hall for your area. Refuse is only to be placed on the collection point on the evening prior to the day of collection. Collection details are found in your Occupants Handbook which will have been supplied at Move In. The Refuse Collectors will not remove bags that contain prohibited items and occupants must therefore ensure that waste is separated appropriately.

Bulky items are collected periodically. Your Accommodation Manager also has access to details or is able to make enquiries locally as appropriate. Recycling centres are also located in Town Hall nominated areas that your Accommodation Manager can obtain information on. Bulk rubbish is not to be left in SSFA / SSLA on Move Out and must be disposed of via the local disposal centres. If bulky rubbish is left, then a Barrack Damage Charge will be raised at Move Out.

Refuse Collection Schedule:

CALENDARIO DI RACCOLTA DA MARZO 2015

#IoNonMiRifiuto

FACCIO... LA DIFFERENZA!



GIORNI DI RACCOLTA	lunedì	martedì	mercoledì	giovedì	venerdì	sabato
UMIDO RESIDUO DI ORIGINE ORGANICA						
SECCO RESIDUO NON RICICLABILE						
MULTIMATERIALE PLASTICA, ALLUMINIO e BANDA STAGNATA						
CARTA e CARTONE						
IMBALLAGGI in VETRO						

i rifiuti devono essere depositati dalle ore 20:00 del giorno precedente alle ore 04:00 del giorno indicato per la raccolta

INGOMBRANTI E RAEE

Numero Verde
800329960

dal lunedì al venerdì
dalle ore 09:00 alle 17:00

il ritiro avviene esclusivamente su prenotazione chiamando il numero verde. Si possono conferire 3 unità per chiamata.
Servizio Gratuito

GRANDI SFALCI E RAMAGLIE

Numero Verde
800329960

dal lunedì al venerdì
dalle ore 09:00 alle 17:00

Gli sfalci e le ramaglie in grandi quantità devono essere conferiti in sacchi trasparenti o legati in fasci. Prenota il ritiro al numero verde.
Servizio Gratuito

OLII VEGETALI

Gli olii di origine vegetale possono essere conferiti presso parrocchie, plessi scolastici e isole ecologiche dotati degli appositi contenitori.

INDUMENTI DISMESSI

Appositi contenitori di colore bianco dislocati sul territorio cittadino, tutti i giorni ed a qualsiasi ora.
Non depositare indumenti o buste al di fuori dei contenitori.

PILE // FARMACI

Farmaci scaduti o non utilizzabili: da conferire nei contenitori installati presso farmacie, ospedali ed enti pubblici.
Pile esauste: da conferire presso le rivendite, oppure appositi contenitori dislocati sul territorio.

RIFIUTI ABUSIVI ABBANDONATI

Segnala un comportamento scorretto. Mantieni il decoro della tua Città. Se vedi un abbandono di rifiuti contatta lo 081.8956400



info point: via Frezza /
angolo via della Resistenza
www.giuglianodifferenzia.it



NOTE

In Naples, please contact the HIVE and ask the staff if there is anything you are not sure of. They can help by either helping you to resolve an issue or pointing you in the right direction to get the issue resolved.

The HIVE email address is napleshive@armymail.mod.uk. In Ferrara and Varese please contact the Accommodation Manager for Northern Italy, Mrs Davina Martella.

Please remember we are here to help, contact the Babcock CCC in the first instance by either calling +44 1454 806957 from a UK phone or 800940008 from an Italian phone. You can also email at BSSlhelp@babcockinternational.com or visit the web portal at BSSGhelp.babcock.uk.

The Babcock CCC is operational 24 hours a day, 7 days a week, 365 days a year.