



# Services Accommodation Occupants Handbook

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ITALY: Naples, Latina, Rome, Ferrara and  
Varese

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## **INTRODUCTION**

Dear Occupant,

DIO and Babcock have jointly put together this document to make it known to people what and how we deliver to our community here in Italy.

DIO and our industry partner Babcock are the 'go to' people for providing infrastructure support services for the military personnel and service families in Italy.

My aim, as DIO Area Manager Italy, is to work collaboratively with our customers, our industry partner and suppliers to ensure a safe living environment and quality service for all.

Yours sincerely,

DIO Housing Manager Italy

## **CHAPTER 1 – MANAGEMENT AND CONTACTS**

### **1.0 STAFFING AT DIO ITALY**

- 1.1 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, Latina, 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).
- 1.2 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.

### **2.0 DIO'S INDUSTRY PARTNER**

- 2.1 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.
- 2.2 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.

### **3.0 CCC CONTACT DETAILS**

- 3.1 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 signed and received at your March In from your Accommodation Manager.
- 3.2 Please see below CCC Babcock Helpdesk Sheet on the next page.



# Welcome to the CCC Helpdesk



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.

## Ways to contact

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

**Email** - [BSSlhelp@babcockinternational.com](mailto:BSSlhelp@babcockinternational.com)

**Web Portal** - [BSSGhelp.babcock.uk](http://BSSGhelp.babcock.uk)

**Feedback Email** – [BSSI-customerfeedback@babcockinternational.com](mailto: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 CCC Support Team Manager: Ottis David – [Ottis.David@babcockinternational.com](mailto:Ottis.David@babcockinternational.com)  
Head of Customer Contact: Dermot Hayden – [Dermot.Hayden@babcockinternational.com](mailto:Dermot.Hayden@babcockinternational.com)

#### 4.0 DIO CONTACT DETAILS

##### DIO Naples (Also responsible for Latina and Rome)

###### **DIO Coretech – Mr. Ferdinando D’Ambrosio**

###### **DIO Estate Manager Southern Italy – Mr. Antonio Caparelli**

Email: Antonio.Caparelli100@mod.gov.uk

Office Number: 0039 (0)81 334 2410

###### **DIO Housing Assistant – Mrs. Amy Dunbar**

Email: Amy.Dunbar103@mod.gov.uk

Office Number: 0039 (0)81 334 2111

Mobile Number: 0039 (0)331 670 8235

##### DIO Ferrara (Also responsible for 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:

Office Number: 0039 (0)532 206 990 Mobile Number: 0039 (0)331 611 3608

## **CHAPTER 2 - ACCOMMODATION STORES AND FURNITURE**

### **1.0 FURNITURE IN ACCOMMODATION**

1.1 All SSFA will be furnished in accordance with JSP308 subject to availability and entitlement. Also, it is dependent on the type of removal service used to move to Italy.

1.2 Those that choose to use Full Movement Service (FMS) are normally only furnished with one double wardrobe in each main bedroom.

1.3 Those using the Removals Service Overseas (RSO) will be opting to have their SSFA furnished to scale with MOD furniture which may be supplemented with furniture held in stock.

1.3 All properties are supplied with fitted kitchens including cookers.

1.4 On Move In, the Accommodation Manager will provide the occupant with a furniture inventory. Once the occupant has checked the condition and quantity of the furniture, they are required to sign the inventory.

1.5 On Move Out the occupant may be charged for damages and missing items, which is charged by the Barrack Damage Form and is to be signed by the Estate Manager and the Service Person on March Out/Proxy March Out.

1.6 Once furniture has been placed in the SSFA, heavy items are not to be moved or dismantled as this invalidates the contract under which they are moved and erected.

1.7 All DIO furniture is to be cleaned to the Move Out standard. If the Estate Manager is not satisfied by the clean then the occupant will be informed to re-clean the items. If this cannot be carried out then the items will be cleaned at the contract rate and the cost recovered from the individual via the Barrack Damage procedure.

### **2.0 SINGLE LIVING ACCOMODATION**

2.1 Personnel in SLA Accommodation are provided with the furniture, soft furnishings, white goods and electrical goods that are outlined in Annex D to Chapter 7 of JSP 464 Vol 2 Pt 2 (V7.0 06 Nov 17).

### **3.0 TRANSIT ACCOMMODATION**

3.1 Transit Accommodation is available in Naples only to personnel who are arriving or departing. This eliminates the need for the Get You In/Out Packs as the transit accommodation is fully furnished. For Northern Italy these are available for personnel (including families) whose personal effects are in transit post collection or delivery and include bedding as required. This includes items such as irons, ironing boards, kettles, cutlery and crockery can be issued if required.

### **4.0 MATTRESSES**

4.1 Regulations concerning the provision, cleaning and replacement of mattresses which are supplied for service accommodation allow Accommodation Managers to reduce or extend the expected "life" of a mattress to reflect the local climatic conditions.

4.2 The policy regarding a mattress life span is now in place for all properties and administered by the DIO Office. In order to protect and prolong the life of the mattress adequate mattress protection is to be used.

4.3 If a mattress is not free of stains on Move Out then the occupant will be charged for the cost for the cost of sanitizing the mattress or for a replacement, via the Barrack Damage procedure.

## **CHAPTER 3 - HOUSING**

### **1.0 ALLOCATION OF SSFA**

1.1 Service Accommodation is allocated by a local Housing Committee comprising of the DIO Italy Housing Manager, Estate Manager and the Housing Assistant.

1.2 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.

1.3 Changes to fixed allocations may only be approved by the DIO Housing Manager.

### **2.0 RECOVERY CHARGES FOR LOSS OR DAMAGE**

2.1 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 Move In. Damages are governed by the criteria that charges in respect of deterioration due to fair wear and tear will not be raised.

2.2 Damages will be classified as rendering an item of furnishing, textiles, and fixtures or fittings, unfit for the use for which it is intended.

2.3 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 AM will arbitrate. In such cases the AM will request that the occupant submits their dispute in writing to the AMI. 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.

### **3.0 DAMAGE TO PERSONAL PROPERTY**

3.1 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 directly with the contractors and the CCC must be informed.

3.2 All claims should be submitted as soon as possible after the damage has occurred. EJSU 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.

3.3 Occupants of service accommodation should take out household insurance to cover such accidental damage. There is a provision for this in the LOA.

### **4.0 BILLS**

4.1 Bills are processed at Villa B but the DIO Business Department in Shape, Brussels is responsible for the payment of all utilities and domestic services provided by authorised companies and local authorities. Although most bills are normally received by the DIO Business Department directly, they are on occasion delivered to the house/flat concerned. Should this occur, forward them to your local DIO office as soon as possible, preferably via email.

4.2 Occupants should take a sensible, economic and environmental approach to their use of electricity and gas.

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

## 5.0 ACCOMMODATION CHARGES

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

5.2 The Combined Accommodation Assessment System (CAAS) for accommodation charges is used and applied to all service accommodation.

## 6.0 FUEL AND LIGHT

6.1 Personnel occupying Service accommodation 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 cost 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.

6.2 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.

## 7.0 DELIVERY OF FUEL – LPG

7.1 Most properties are fuelled by Liquid Petroleum Gas (LPG) and replenished under a DIO contract. All gas tanks are fitted with GPS Alarms. These alarms automatically notify the Babcock office when the gas reaches a low level of 30%. Babcock will order a gas delivery on your behalf. If you run too low on gas then there may be a problem with your GPS alarm and you will need a gas delivery. If this rare occurrence happens, then place a gas order through the CCC Babcock Helpdesk and report that your GPS alarm may be faulty.

7.2 During the summer most 1000 litre gas tanks last about 5 months. During the winter months most families will get through the same amount much more quickly.

7.3 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 make a request.
- c. Rule 3: The gas contractors require four working days' notice.
- d. Rule 4: The gas truck only commits to AM or PM delivery and only the tenant or the tenant's neighbour can accept delivery. (Villa B cannot accept delivery on your behalf).

7.4 Even though Babcock will raise a gas delivery on your behalf, you are still responsible for checking the level on your gas tank on a fortnightly basis, where safe to do so. This is in case a fault occurs with the GPS. It is 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 very 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.

## 8.0 WATER

8.1 The supply of water to the property is the responsibility of the landlord and they pay the bill for water consumed.

8.2 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 excessive consumption of water is detected in any property the occupant may be required to pay an excessive usage charge as laid down by MOD regulations. For this reason it is important to report any suspected leaks to the CCC as soon as possible.

8.3 In the summer months water supplies and pressure are sometimes reduced. The CCC should be notified if the 1000 litre emergency tank is not refilling automatically.

8.4 If you run out of water, check to see if there is any water coming from the main supply. Quite often there may be work being carried out by the local authority and unlike in the UK, occupants will not always be informed.

## 9.0 SWIMMING POOLS

9.1 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.

9.2 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.

## 10.0 INTRUDER ALARMS

10.1 Security Alarms are provided by DIO in all properties. Therefore, DIO is responsible for all matters concerning the alarm systems. 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.

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

## 11.0 SECURITY

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

11.2 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.

## 12.0 ABSENCE FROM HOME

12.1 The occupant of any hiring is responsible for the heating, maintenance and security of service accommodation when on leave, duty or deployment.

12.2 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.

## 13.0 REQUESTS FOR INTERNAL MOVES

### 13.1 Internal Moves fall into two categories:

- a. Private Expense. Requests to change service accommodation will rarely be authorised and only after written request to DIO Italy. All costs will be met by the person requesting the move; therefore a quote must be requested from the Accommodation Manager in the planning stages for the move of DIO furniture. Disturbance Allowance may not be claimed. Advice from Head of NSE may be sought, if necessary.
- b. Public Expense. Requests will only be authorised in exceptional circumstances or when supported by a doctor or CSW recommendation. Disturbance Allowance may be authorised for moves due to service reasons which will be at the local rate.

## 14.0 INSURANCE

14.1 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.

14.2 In the case of flooding or fire damage, costs can be high and should be covered by occupant's liability clauses included in most insurance policies designed for use by MOD Service and civilian personnel serving outside of the UK.

## 15.0 LICENCE TO OCCUPY

15.1 All service accommodation is occupied under a standard "Licence to Occupy". Therefore, by occupying a property you are agreeing to the terms of the Licence.

15.2 Personnel unwilling to sign the licence will forego the right to SSFA and have to occupy private properties and 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.

## 16.0 PETS

16.1 Occupants are to request authorisation to keep pets in their SSFA through the AMI as some leases restrict pets in the SSFA. It is a condition of the standard lease agreement that in properties where pets are allowed, the occupant is responsible for any damage or nuisance caused by the animal inside or outside of the accommodation.

16.2 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 SSFA. The occupant will be liable for all costs in this event. The occupant should consider insuring pets against damage to property and causing accidents.

## 17.0 SATELLITE DISHES and BFBS BOXES

17.1 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.

17.2 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](mailto:servicedesk@bfbs.com).

17.3 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.

17.4 At the end of their tenancy occupants must return the premises to its original state and repair any damage incurred during their occupation.

## 18.0 TELEPHONES

18.1 Telephone lines 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.

18.2 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).

## **CHAPTER 4 - MAINTENANCE**

### 1.0 GENERAL INFORMATION

1.1 Italian properties are constructed differently to the UK and to many other areas where you may have been posted. The houses are generally of concrete construction and do not have damp courses or insulation.

1.2 The floors inside and out are primarily of a tiled construction and can be very slippery when dry and especially slippery when wet. You should take extra care when moving around the property as this can be a surprise if you are not used to it.

1.3 Damp in basement areas is very common and tends to be most prevalent during the winter months. Although sometimes a little unsightly this is a normal occurrence throughout nearly every property in the area but should cause no real concern. General cleaning of damp patches i.e. mould and mildew is dealt with elsewhere in the document. However, if this becomes an issue please call it in to the CCC so it can be evaluated and dealt with in the correct manner if required.

1.4 You should acquaint yourself with the location of the following services located within your property:

- a. Where the main water stop cock is situated and how to isolate it.
- b. Where the fuse board is and how to reset the breakers.
- c. Where the mains incoming meter is so this can be reset if the power goes off.
- d. Where the water pump is and how to switch it on and off.
- e. The location of the emergency water tank. (Mostly only applicable to Naples)
- f. Security alarm code.
- g. How to switch the heating on – i.e. from Summer use to Winter use.

1.5 It is a good idea to buy a torch and keep it in an accessible place to ensure that if the electricity goes off you can safely find your way around.

1.6 Telephone numbers for local services are given out by the HIVE on arrival and published weekly in orders. They include the following:-

- a. Polizia 113
- b. Carabinieri 112
- c. Fire Brigade 115
- d. CCC see page 5
- e. Duty Italian +39 331 611 2140

### 2.0 REPAIRS

2.1 Occupants are to contact the Babcock CCC if there is an issue that needs to be resolved in your property, and MAC will arrange an appointment in due course depending on the work category status. It is your responsibility to ensure that you are available; the works cannot be carried out if you are not available to allow access, the work request may be cancelled and you will need to request the work again to the CCC helpdesk. This could lead to any works taking much longer than necessary to complete and you could be charged for any damage caused to the property in the meantime, as well as for the call out charge, because the engineers could not gain access.

### 3.0 PRIORITIES AND RESPONSE TIMES

3.1 All works are expected to be carried out within the set period of time shown in **3.6**, although due to supply issues and other incidents beyond our control, some works may take longer. MAC through Babcock reacts to work orders raised by the occupant. Some work requests need to be authorised by DIO.

3.2 An **emergency** situation is one where any delay in repairing the fault would present a serious risk to life, security, health or property. The department operates an emergency call-out facility 24 hrs a day, 365 days a year. Contact details are given at the beginning of the document on page 5.

3.3 Upon receiving a request for a reactive job that is deemed to fall into the emergency category the aim is to have the relevant engineer on site within 3 hours. The engineer will then mitigate the emergency to a 'Make Safe' situation whereby the works can be completed at a later date. If the engineer can repair the fault straight away they will do so however this is subjective.

3.4 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 an engineer on site as soon as possible with a maximum rectification time of 5 working days.

3.5 The vast majority of requests for reactive maintenance fall into the **Routine** priority, and we aim to complete these tasks as soon as possible dependent 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. However if the work is first passed to the landlord this can sometimes take longer as the landlord has to be given time to respond.

3.6 The Table below gives some examples of call out priorities:

| No; | Element Component  | Emergency<br>(Usually within 5 Hours)   | Urgent<br>(as soon as possible<br>completion within 5<br>Working Days)   | Routine<br>(as soon as possible<br>with completion<br>within 20 Working<br>Days) |
|-----|--|---|--|--|
| 1.  | <b>Roofs, gutters, down pipes</b>  | 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.  | <b>Doors</b>   | 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.  | <b>Windows</b>   | 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.  | <b>Sinks, baths &amp; basins</b>   | 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.  | <b>WCs</b>   | Blocked (1 WC only available). Serious leaks  | Blocked (more than 1 WC available). Faulty cistern. Minor leaks.   | Surface damage and other defects   |
| 6.  | <b>Cold water supply, pipes, storage tanks, ball valves &amp; stop cocks</b> | Bursts or leaks, complete loss of supply  | Partial loss of supply. Defective ball valves and stop cocks   | Inadequate flow and other defects  |
| 7.  | <b>Central heating</b>   | Complete loss of heating, during cold weather i.e. under 12°C   | Partial loss of heating  | Inadequate temperatures and other defects  |
| 8.  | <b>Hot water supply</b>  | 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.  | <b>Electric lighting &amp; power sockets</b>                                 | Complete loss of lighting or power to all socket outlets. Loss of lighting and power to kitchen.                    | Partial loss of lighting or power to socket outlets  | All other defects  |
| 10. | <b>Electric or gas cooker</b>  | Complete loss of facility   | Partial loss of facility   | Defects which do not prevent use   |

#### 4.0 LANDLORD'S RESPONSIBILITY

4.1 On occasions the landlord will be contacted to carry out replacements or specialist repairs. In these situations, you will be contacted to be made aware. As the responsibility passes, the landlord may affect repairs and works over the time limits that we work to.

#### 5.0 TEMPORARY RELOCATION OF FAMILIES

5.1 In extreme situations it may become necessary to relocate a family to transit accommodation. Personnel electing not to use the selected facility will not be eligible for Subsistence Allowance or reimbursement of other costs. Medium term accommodation may be found in vacant / void / transit accommodation until a more permanent residence is found.

#### 6.0 HEATING, WATER AND BOILERS

6.1 Most of our boilers are combination boilers and deliver hot water to taps and radiators as required and these only operate efficiently when they are pressurised correctly. 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. Italian law legislates that all central heating systems are serviced and checked annually, the regime is now in place to carry out this annual check.

6.2 **Checking the system is at the correct pressure (normally between 1.5 & 1.75 Bar on the pressure dial) should be completed weekly by the occupant.** Pressure can be increased by operating a small valve (normally coloured **blue**) that should be found on the underside of the boiler which allows more water into the system (remember the **yellow** valve is the gas – do not touch this). The boiler must be switched off before carrying out topping up. Please bear in mind that as you top up the water, there is a delay on the dial of the pressure gauge, so complete this process in stages. If too frequent topping up is required, this fact should be reported to the CCC.

#### **DO NOT FORGET TO TURN THE VALVE OFF WHEN THE DESIRED PRESSURE IS REACHED.**

6.3 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 an engineer by contacting the CCC.

6.4 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.

6.5 The AM will explain operating details on initial occupation of accommodation during Move 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.
- c. Make sure that the burner air intake is not obstructed or blocked off.

6.6 Points to be checked before reporting a fault with your boiler to the CCC 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, check the circuit breakers, main electric box and finally check with your neighbours to see if they are also affected.

- 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 the 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. Ensure 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?
- i. Is the thermostat turned up so the boiler actually knows it is required to come on?
- j. Is the boiler switch set to just hot water for Summer operation, hot water only or to radiator & hot water for Winter operation? If you have a combi boiler then this seasonal switch is automatic.

#### 6.7 The following points are worthy of a particular note:

- a. While most boilers work in the same way across the estates, there may be anomalies for some properties. If you are unsure on how to check the pressure, contact the CCC.
- b. If there is too much water in the system, this should drain from the boiler through the emergency pressure release valve, giving a stream of water from the bottom of the boiler. If this occurs report it to the CCC.
- c. As the water in the system expands when the temperature rises, it is essential that when any water is added (if necessary) you do not over fill the system. Therefore, do not fill past 1.75 bar.
- 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 55°C.

#### 7.0 AIR CONDITIONING

7.1 Air conditioning units are not a JSP scaled item and no entitlement exists for them in Italy. If they are fitted in your property and there is a fault with the air conditioning, these will be posted as routine call outs and need to be called in to the CCC. Occasionally the work will fall to the landlord.

7.2 A new unit may be requested by the occupant but it is for the Landlord to fund and install. DIO will not pay for and fit any additional units. Any units fitted by the occupant are not covered by the maintenance contract and the responsibility will always fall to the occupant.

7.3 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. Remember: for you to feel the cooling effects, the temperature on the unit only needs to be **6 degrees** lower than the outside temperature.

#### **DO NOT RUN THE AIR CONDITIONING UNITS AND THE HEATING AT THE SAME TIME OR WHEN THE WINDOWS OR DOORS ARE OPEN.**

#### 8.0 MOSQUITO NETS

8.1 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 Barrack Damage charge will be raised.

## 9.0 DECORATION

9.1 The internal decoration of service accommodation is normally carried out when the property is empty, based on a rolling programme. However, in exceptional circumstances 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.
- c. Occupants are also advised to carry adequate household insurance for their personal effects in case of accidents involving either MOD staff or contractors.

9.2 To date, 24<sup>th</sup> January 2019, there is still a painting ban in place due to funding availability. Properties will only be repainted if they are in a dire condition. The AMI will need to review and authorise any painting requests.

## 10.0 PEST CONTROL

10.1 The initial control of pests is to be carried out by the occupant. Therefore, minor pest control, which includes the purchase of sprays, powders, mousetraps etc., is the responsibility of the occupant. Ants, cockroaches, other flying and crawling insects, mice and rats should be dealt with using proprietary methods, by the occupant. Major infestations requiring expert professional attention are to be notified through the CCC and will be dealt with accordingly.

10.2 If the infestation of pests and vermin is associated to untidy or neglected food storage and waste areas, this will be the responsibility of the occupants, with the exclusion of mass culling and clearance of pests and vermin both within and without any facility.

10.3 It is noted that on some of the Parcos there are families of feral cats and dogs 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 animals 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 €1,000 and a prison sentence.

## 11.0 CHIMNEY SWEEPING

11.1 Chimneys will be cleaned annually within the routine maintenance process. 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 to be carried out via MAC during the annual PPM checks. Additional cleaning can be arranged through the CCC but will incur a cost to the occupant.

## 12.0 WINDOW CLEANING

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

## 13.0 DISHWASHERS, WASHING MACHINES AND DOMESTIC COOKERS

13.1 Connections for dishwashers and washing machines are the occupant's responsibility, unless already supplied on Move in. An element exists in Disturbance Allowance for the fitting costs, and occupants must make their own arrangements. Note that, again, permission from the landlord must first be requested via the DIO department.

13.2 Where dishwashers and washing machines are fitted by the occupant they are responsible for all servicing and repairs. If in doubt, request that the AM checks the terms of the lease. The installation of private cookers is forbidden.

## 14.0 DRAINS, SEPTIC TANKS AND CESS PITS

14.1 The occupant is responsible in the first instance for the unblocking, sinks, toilets, basins, baths and shower drains, using an appropriate drain cleaner and / or plunger. If the blockage cannot be cleared please call the CCC.

14.1 When such incidents do occur, they are invariably caused by a build-up of foreign bodies which have been flushed down sinks or toilets. Blockages must be reported to the CCC immediately, and the occupant may be required to pay for the repair or unblocking if the landlord or DIO can show that the drain has been blocked through misuse.

14.2 Please note that sanitary products, nappies and non-degradable items (wet wipes, hand towels and the like) **must not** be disposed of into the sewerage system.

14.3 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 drainage system from working correctly. Use only proprietary products which can be purchased locally in DIY stores or supermarkets.

14.4 Occupants should check the level of their septic tanks/cess pits monthly. If full this should be reported to the CCC. Sometimes septic tanks can end up becoming flooded by rainfall so make sure you know where your tank is and how to check how full it is.

14.5 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, or even bath and shower drains and of course the smell. So, if you are unsure where your tank is contact the AM for advice.

## 15.0 ADAPTORS AND PLUGS

15.1 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.

15.2 Although some other European and worldwide plugs have 2 round pins, they do not always fit the Italian sockets and at **no time should any be forced into the Italian sockets.**

15.3 **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.

15.4 **Please note the voltage in Italy is 220V.** Block multi-plug adapters, while available, should not be used as they can be loaded with many cables, the weight of which can force the plug out of the socket and cause fires through electrical shorting. Buying and fitting Italian plugs by a qualified person is usually the best practice and this negates the need for several adapters.

15.5 The occupant is to ensure that any electrical product connected and used within the home is fit for purpose. A visual check of cables, plugs and product casing should be regularly carried out to identify potentially unsafe devices.

15.6 The practice of inserting bare wires into sockets or 'piggy-backing' two cables into one plug is never acceptable.

## 16.0 ELECTRICAL CIRCUITS

16.1 The electrical circuits in properties have been installed in accordance with Italian Electrical Regulations and are generally rated at 3.3Kw. In all of our properties they have been up rated to 6Kw to allow for the extra electrical items used by our occupants. This means that some circuits, which in the UK would be earthed, may not be. 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.

16.2 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.

16.3 Be aware that the local population do not generally use as many electrical products as UK personnel and the number of sockets and circuit design reflect this. The circuits are easily overloaded; if you do not need to leave a product plugged in and on stand-by, disconnect it.

## 17.0 POWER CUTS

17.1 In the case of a 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, please check your circuit breakers in the first instance and also check the circuit breaker located on your electricity meter. Be aware there can be a more than the usual number of power cuts throughout Italy than you would experience in the UK. This is due to the infrastructure and higher than normal usage especially throughout the summer months when everyone is using their air conditioning.

17.2 If you are the only property affected, turn off your electrical appliances, as occasionally the circuits may be overloaded and a reduction in consumption on a certain circuit may be necessary, i.e. if you have the kettle, microwave oven, dishwasher and air conditioning on all at the same time.

## 18.0 WATER PUMPS

18.1 Nearly every property is fitted with a water pump, as the water pressure throughout the whole of the area is exceptionally low and a pump is required to push the water through the pipework to enable showers etc. to work correctly. These pumps are generally either situated outside near the emergency water tank or in the basement.

18.2 These occasionally trip and the water pressure falls away to a slow trickle. Before calling the CCC ensure you have electricity or that your pump has not tripped. If the pump has tripped, check your circuit breakers in the main fuse board and reset if required or if there is a green reset button on the pump press this to see if the pump resets. If this does not work check to see if there is water in the emergency tank. If there is no water and there is no water from your taps there may have been a water cut.

18.3 If you have a water pump that is continuously running it can be switched off at the switch, which is normally located near to the pump. After switching off the pump check you have water in the emergency water tank and water coming through the taps. If there is no water you will need to wait until the water supply has been re-instated, please speak to your neighbours to see if there is a general water supply problem or it is just your property and please contact the CCC or duty Italian to ensure they are aware of the situation.

## 19.0 WATER CUTS

19.1 There is considerable water wastage throughout the region and the water companies cannot always keep up with demand and quite frequently cut off the water during the day only allowing the water back on during the evening, night and early morning periods. Before calling the CCC/Duty Italian ensure you have checked your emergency tank to see if there is water inside and also speak to your neighbours to establish if there is a water cut.

19.2 Be aware that if there is a mains water cut the CCC/Duty Italian will not be able to assist as this is down to the water supply company. You should report it however, so the CCC/Duty Italian can establish if it is a local issue or an area wide issue and advise you from there.

## 20.0 GARDENS

20.1 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. Upon Move In the garden will be in a reasonable condition for handover. DIO expect the garden to be in the same condition on Move Out.

20.2 The maintenance of some public areas such as children's playgrounds and open areas between properties are generally covered by a ground maintenance contract. However, some of the communal areas are still the landlord's responsibility. Residents should help in keeping all areas clean by not permitting a build-up of litter.

20.3 Occupants of properties are not to plant ivy, or similar climbers, on the exterior walls of the properties without written permission from the landlord which may be obtained by the AM. Unauthorised planting may result in costs for damages being raised upon Move Out.

20.4 The haphazard felling or pruning of trees in grounds/gardens is forbidden. They are the property of either the Italian Government, or the landlord and should any works be required to be carried out on these a call must go through the CCC.

20.5 Some varieties of tree are protected and felling or pruning 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 AM for advice, who will if required put a call through to the landlord or the CCC.

## 21.0 SMOKE, HEAT AND CO DETECTORS

21.1 Smoke, heat & CO 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. Many units are sealed for life and will not need replacing.

21.2 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 and heat alarms. Maintenance is easy; keep it clean by vacuuming 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, inform the CCC.

## 22.0 WORKS SERVICES (REPAIRS)

22.1 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 CCC. Visits to houses by maintenance or landlords' staff during working hours will be arranged by the CCC.

## 23.0 OCCUPANT'S RESPONSIBILITIES

23.1 Any fittings affecting the internal and/or external structure of the hiring are to be referred to the DIO department 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 DIO department who will advise or obtain the information for them.

23.2 Normal wear and tear defects are to be reported as they occur and not to be left until the Move Out from of the property.

23.3 The table below outlines some of the general maintenance responsibilities of occupants:

|                             |  |
|-----------------------------|--|
| Smoke / Heat / CO Detectors | Weekly alarm function check and monthly cleaning |
|-----------------------------|--|

|   |  |
|---|--|
| <b>General Maintenance</b>  |  |
| Regular Daily Maintenance   | Sweeping, vacuuming and mopping  |
| Kitchens  | Regular cleaning, descaling and drain unblocking   |
| Painted and hard surfaces   | Regular cleaning using proprietary cleaners  |
| <b>HEATING / Hot Water SYSTEMS</b>  |  |
| Regular purging of radiators  | Bleed radiators as required  |
| Topping up water pressure in system   | 1.5 to 1.75 Bar. If unsure contact CCC.  |
| Resetting of the boiler   | Reset as required  |
| Setting boiler from and to Summer / Winter setting  | Usually a switch on the boiler showing radiator / Tap (Hot Water) or just a Tap (Hot Water)  |
| <b>BATHROOM / PLUMBING</b>  |  |
| Daily Maintenance of bath, shower, WC including descaling of accessible parts including replacement and cleaning of tap filters and shower heads. | Tap filters and shower heads can be unscrewed or sprayed by using a proprietary cleaner like Viakel. Replacement tap filters and shower heads can be purchased from local DIY stores like Leroy Merlin.  |
| Blocked drainpipes.   | Self-help should be employed in the first instance with the use of proprietary drain cleaners. If the problem persists then it should be reported to the CCC Helpdesk. If drains are blocked through misuse then a bill will be raised against the occupant. See Para's 30 & 31 above.   |
| Water scaling or rust marks.  | Use a proprietary cleaner like Viakel  |
| Replacement or loose toilet seats post Move In.   | Purchase from local DIY stores like Leroy Merlin – Tighten loose seat fixings  |
| <b>ELECTRICAL</b>   |  |
| Resetting of circuit breakers.  | In the event of tripping.  |
| Resetting of electricity meter.   | In the event of tripping.  |
| Changing of light bulbs.  | Where accessible and does not require working at height.   |
| Electrical sockets.   | Using UK 2 pin plugs without the correct Italian triple/double adaptor can damage the sockets. If it is shown the socket was overloaded by the occupant then Barrack Damages will be incurred.   |
| <b>CEILINGS, WALLS, HARD SURFACES &amp; WOODWORK</b>  |  |
| Cleaning of ceilings.   | Ceilings need to be free from dust and cobwebs at the end of occupation, unless the paintwork has been damaged excessively through abnormal wear and tear (i.e. smoke/ nicotine stained), the occupant may be required to pay for this damage. If a touch up is required the paint should be of a uniform colour. This excludes ceilings above 1.8m. |
| Refilling holes (due to nails, picture rails etc).  | All nails, screws or other fixings should be removed and all holes or other damage should be filled using suitable filler, sanded smooth and repainted to match the existing colour. Advice will be given on pre Move Out inspection.  |
| 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., football marks against walls, dog claw marks etc.) If touch up is required the paint should match the existing and be of a uniform colour.  |
| Woodwork: all damage caused by occupant.  | Note: if the interior of your property including walls, doors, door frames etc. are damaged by pets or persons then a bill will be raised for rectification,   |
| Unblocking window frame condensation drainage system (when fitted).   | A stiff piece of wire or the use of a hose to squirt a pressure jet through them.  |
| 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).   |
| <b>DOORS, WINDOWS, SHUTTERS</b>   |  |
| Locks/hinges.   | Use either WD40 or light oil - monthly.  |
| New scratches, chips.   | Touch up paint as required.  |
| Cleaning/maintenance of accessible windows, window frames and shutters.   | As required to prevent deterioration.  |

|  |   |
|--|---|
| Broken windows / mosquito nets caused by accident / negligence.              | Temporary repair using tape or report to CCC.   |
| Regular use and oiling of shutters to keep mechanisms in good working order. | Use either WD40 or light oil monthly.   |
| Regular maintenance and cleaning of mosquito nets.                           | As required.  |
| Repair of locks and door handles.  | If the occupant is locked out through their own fault they will need to call the CCC. If force of entry is needed, resulting in a new lock and key to be fitted then a barrack damage charge will be raised.                      |
| <b>EXTERIOR</b>  |   |
| Maintenance of garden, footpaths and drives.                                 | Garden maintenance includes pruning of hedges, cutting and watering grass / lawns, general maintenance of lawns, flowers, 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<br>Note: exterior high level guttering blockages are to be reported to the CCC.   |
| Washing lines.   | Installation and maintenance.   |
| Sceptic Tanks.   | Monthly level check – report to CCC for emptying.   |
| Vehicle, pedestrian gates.   | Keep rail clear, lubricate rollers and hinges with WD40 / light oil.  |
| Satellite dishes including BFBS  | To be installed at tenants cost.  |

23.4 The Tables below give the occupant a brief outline of checks that should be carried out before contacting the Help Desk.

#### Water faults.

| No  | Symptom   | Possible Fault               | Possible Reason  | Action  |
|-----|---|------------------------------|--|---|
| (a) | (b)   | (c)                          | (d)  | (e)   |
| 1.  | LOW PRESSURE throughout the whole house               | Pump has stopped             | Pump has tripped because of a power surge.<br>Possible power 'spike'.<br>Faulty / old pump.  | At the pump, press the 'RESET' button.<br>Check the fuse hasn't tripped.<br>Check the motor on the pump hasn't burned out (visible signs and / or smell)  |
| 2.  | LOW PRESSURE on a single tap or shower head           | The filter is blocked        | The water in the area is VERY hard. It is full of calcium which is deposited in filters as lime scale.   | Apply plug in sink/bath/basin to prevent the loss of small parts in drain.<br>Remove filter on tap or unscrew the shower head from the hose, inspect for grit and lime scale. Clean using white vinegar, Viakal or similar lime scale remover.<br>Re-attach and test again. |
| 3.  | LOW PRESSURE only in hot water                        | Problem with boiler          | Boilers used locally rely on a strong flow of water to trigger the heating elements/gas. A blocked tap will hinder the flow and, therefore, the heating.   | Carry out actions in 2e above and see if this has resolved the issue.<br>If this fails to rectify the problem, then the boiler may require an engineer to visit. Raise a job to the CCC.  |
| 4.  | No water on top floor (especially in 3 storey houses) | Mains water pressure is high | In some houses, if the main's water pressure is high its route will bypass the water storage tank and the household water delivery pump. This usually will right itself in 2-3 hours when the mains pressure regulates itself. | Wait 2-3 hours. If problem persists, call CCC.  |
| 5.  | Water colour  | Rusty pipe work              | Some of the pipe work in the local area is old iron, rather than the plastic pipes that we're used to in the UK.<br>Iron will rust in the presence of water.   | Run the tap for a few minutes before drawing off water. Water filters can also be purchased to improve water colour and taste.  |

|    |              |                     |   |  |
|----|--------------|---------------------|---|--|
| 6. | No Hot Water | Blocked tap filter  | The water boilers used locally rely on a strong flow of water to trigger the heating elements / gas. A blocked tap will prevent the flow and thus any heating or hot water. | Carry out actions in 2e above and see if this has resolved the problem<br>Check boiler is on and working.<br>If this fails to rectify the problem then the boiler may require an engineer to visit. Raise a job to the CCC.  |
| 7. | No Hot Water | Water pressure loss | Expansion of hot water and/or heating system has created air blocks.  | Open the hot taps to see if the water flows through without spluttering; if spluttering occurs keep running until water flows normally.<br>If after a few minutes the water is still spluttering check water pressure generally and see if water pump is working and there is water in the emergency water tank.<br>Check the water pressure on the boiler and if it is below 1 bar. Open the water valve on the base of the boiler until the pressure gauge is between 1.5 and 1.75 Bar. Make sure the water valve is closed when the desired bar level is reached. |
| 8. | No Hot Water | No gas              | The boiler runs on gas.   | Check gas tank. If low or empty, call CCC.   |

### 23.5 Drainage faults.

| No  | Symptom   | Possible Fault                          | Possible Reason   | Action   |
|-----|---|---|---|--|
| (a) | (b)   | (c)                                     | (d)   | (e)  |
| 1.  | Blocked sink / basin / shower tray / bath       | Build-up of hair, grease or food matter | Over time, waste material pipes will build up and narrow pipes, preventing drainage.  | Clear blockage using a plunger or chemical drain cleaners.<br>If problem persists, call CCC.   |
| 2.  | Smelly drains – in one room only                | Dry trap                                | Water traps are fitted on drains to prevent smells re-entering rooms. If a basin is unused for a time, the trap will dry out. | Run a tap in the affected area for 5 minutes to wash away any blockages which should also re-fill the trap.<br>If the smell persists, follow instructions in 2e above<br>If the smells still persist call the CCC. |
| 3.  | Drains overflowing in basement/garage or garden | Blocked main drain                      | All household waste water gathers in the basement so it is the focal point for blockages.                                     | Call CCC.<br>Note - For this reason and also in case of pump / water tank failure, all stored items in garages / basements should be stored off the ground, on pallets or similar.                                 |

### 23.6 Humidity faults.

| No  | Symptom  | Possible Fault | Possible Reason  | Action  |
|-----|--|----------------|--|---|
| (a) | (b)  | (c)            | (d)  | (e)   |
| 1.  | Green / Black spores on walls (especially in bedrooms, bathrooms and behind furniture) | Humidity       | People breathe out over a litre of water each day. The properties do not have air bricks in walls. | Ventilate rooms, even in Winter, by opening windows for a minimum of 10 minutes each day (preferably when either the heating or AC units are not on to prevent energy waste). |

|    |  |      |  |           |
|----|--|------|--|-----------|
| 2. | Plaster lifting off walls or tidemarks on wall | Damp | Leak from shower/bath/pipe. Incorrectly sealed roof. Houses built in Italy normally do not use damp courses like the UK. Therefore, damp patches, flaking paintwork and crumbling plaster is an inevitable consequence. If this is reported, an assessment will be carried out and the correct action (even if no action) will be taken. | Call CCC. |
|----|--|------|--|-----------|

### 23.7 Electrical faults.

**Before trying to change a bulb or touching anything electrical make sure it is turned off and unplugged.**

| No  | Symptom  | Possible Fault                       | Possible Reason   | Action   |
|-----|--|--------------------------------------|---|--|
| (a) | (b)  | (c)                                  | (d)   | (e)  |
| 1.  | Light does not work  | Bulb blown                           | Age, power surge or defective bulb.   | Try new bulb.  |
| 2.  | Light does not work  | Bulb blown                           | Bulb fitted is too powerful for light fitting.  | Check power rating (Wattage should be marked on light fitting). Fit a correctly rated or lower powered, working bulb.  |
| 3.  | Lights do not work   | Fuse blown or breaker tripped        | Power surge. Circuit overloaded – unlike the UK, local circuits are often shared between sockets, lights and appliances as Italians do not use many electrical devices.   | Check the fuse / circuit board. Note: some houses have more than one fuse board. Unplug non-essential electrical devices. Reset circuit breaker.   |
| 4.  | Emergency lights fail to come on during power failure/trip           | Faulty back-up battery or bulb blown | All electrical devices are subject to failure and old age.  | Call CCC. Emergency lighting is specialist equipment and requires an engineer to visit.  |
| 5.  | Electrical appliance fails   | Fuse blown in appliance              | All electrical devices are subject to failure and old age.  | Unplug the device and try it in another socket.  |
| 6.  | Fixed electrical appliance fails i.e. Air conditioning unit / Boiler | Not switched on                      | Some houses have switches for Air conditioning, boilers and cookers marked faintly by '0' and '1'. These may be some distance from the appliance or even in another room! | Ensure that the correct switch is located and is in the on position '1'.   |
| 7.  | Electrical appliance fails   | Circuit breaker tripped              | Possible fault in device.   | Disconnect all electrical devices and turn off all lights. Try each light switch or device one at a time, by switching on the light or plugging in the device and turning on after resetting the circuit breaker. Should one device trip the system, disconnect immediately and do not use. Continued operation could result in fire or electric shock to the user. If item is service issued call CCC. If owner bought, replace with new or repair. |
| 8.  | Electrical appliance fails   | Circuit breaker tripped              | Overloaded the circuit. Italians generally use fewer electrical products than UK personnel so do not factor in the same level of power usage as UK built houses.          | Disconnect all non-essential electrical devices and turn off high power using devices such as Air Conditioning Unit, kettles, irons and ovens. Switch devices in order of priority / necessity.  |
| 9.  | Whole property electrical failure                                    | Possible mains meter has tripped     | Possible overloaded circuits. Switch off all appliances –   | Locate your electrical meter and reset the main switch.  |

|  |  |  |                                       |  |
|--|--|--|---------------------------------------|--|
|  |  |  | leave a light on especially at night. |  |
|--|--|--|---------------------------------------|--|

### 23.8 General plumbing faults.

| No  | Symptom                       | Possible Fault         | Possible Reason                           | Action  |
|-----|-------------------------------|------------------------|---|---|
| (a) | (b)                           | (c)                    | (d)                                       | (e)   |
| 1.  | Toilet seat loose             | Bolts have come undone | Age or natural loosening action from use. | Locate the nuts behind the WC bowl and tighten.   |
| 2.  | Toilet seat broken            | Age                    | Various                                   | Purchase a new toilet seat from your local DIY store like Leroy Merlin.   |
| 3.  | Radiator (single) not heating | Air in radiator        | Heat expansion of pipe work               | Place a cloth around the bleed valve (located high on one side of radiator) to catch any water within.<br>Insert bleed key or turn white serrated plastic knob and turn anticlockwise, slowly, to release the air. Once the air has been removed, check the boiler water pressure and top up if required.<br><b>Carry this out when the boiler is switched off and the heating is not on as the water will be very hot.</b> |

23.9 The above lists are not comprehensive, however it does help you to help yourselves and will go some way to reducing the numbers of reported jobs and increase the speed that the tasks are completed as much of the deduction work will have been completed prior to the engineer arriving.

### 24.0 WINDOW FRAMES

24.1 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.

### 25.0 ANIMAL FLAPS

25.1 The fitting of cat or dog flaps to service accommodation is not permitted without written authority. There is no provision for public funding to carry out these works. Therefore, occupants will have to arrange and fund this and on Move Out, the occupant will be required to finance the removal and making good of the animal flap which may require the full replacement of the door.

### 26.0 HUMIDITY AND CONDENSATION

26.1 Most of the houses in the area can suffer from humidity and condensation. Many of the local houses are built from concrete and do not have cavity walls, a damp-proof course or any natural ventilation between the roof space and the house. This means the houses are cooler in the Summer but they suffer from humidity and condensation, especially during the Winter.

26.2 Keeping your house well ventilated will reduce the effects of humidity and condensation; however, the appearance of mould spores is common in some rooms. The use of portable gas burners for supplementary heating can exacerbate this problem due to the large quantities of water vapour they produce.

26.3 **The occupant should remedy this by wiping 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. If the situation seems to be caused due to the ingress of water through a leak in the fabric of the building, a leaking shower, sink, toilet or pipe it should be reported to the CCC.

## 27.0 BASEMENTS AND GARAGES

27.1 Rainfall in the Campania region can sometimes be very heavy and often the local drainage systems cannot cope. Some basements will flood. It is known to DIO that most basements suffer from a degree of mould and damp; this is also due to the building construction and is unfortunate and inevitable. It is strongly recommended 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 on storage crates/pallets.

27.2 To help reduce the impact of the risk of flooding, ensure that any drains around the house are free of leaves and debris that may block them, particularly the drain in front of garage doors.

## 28.0 STEEL SHUTTERS

28.1 Making sure the steel shutter hinges and locks are well lubricated is the occupant's responsibility. The damp weather does cause these to stiffen and become more and more difficult to operate and eventually break: a well-aimed squirt of WD40 / oil will provide months of protection.

## 29.0 REFUSE

29.1 Firstly, 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 they encourage pest infestations, particularly in the Summer heat.

29.2 In Naples, the local refuse collection service is slowly improving. Some Parcos 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 Parcos, 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. On page 28 there is a copy of the refuse collection days. 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.

29.2 In Latina, the process is the same as Naples. Please contact Ms Rita Dwyer at [ukelement@nciss.nato.int](mailto:ukelement@nciss.nato.int) for more information.

29.3 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.

29.4 In Ferrara, on Move 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 be disposed of, ( garden waste; grass cuttings, leaves, branches) not the bag.

All the other bins are 'free' and are the ones mentioned in para 29.6.

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 and should the card be stolen or lost, this must be reported to the DIO office ASAP.

29.5 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.

29.6 A sheet showing waste collections in Naples - **para 29.7**

**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.

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

**Key to waste types in Ferrara and Varese:**

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

CARTA E CARTONE – Cardboard, cardboard juice containers etc.

INDIFFERENZIATO – All non-recyclable waste

VETRO BIANCO – White Glass

VETRO VERDE – Dark Glass

PLASTICA – Plastic

RAMI E SFALCI – Gardening Waste

# CALENDARIO DI RACCOLTA DA MARZO 2015

## #IoNonMiRifiuto

FACCIO... LA DIFFERENZA!



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

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

### INGOMBRANTI E RAE

Numero Verde  
**800329960**

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

il ritiro avviene esclusiva-  
mente 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](http://www.giuglianodifferenzia.it)



## 30.0 NOTE

30.1 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](mailto:napleshive@armymail.mod.uk). In Ferrara and Varese please contact the Customer Relations Assistant for Northern Italy who is based in Ferrara.

30.2 Please remember we are here to help, contact the 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 [BSShelp@babcockinternational.com](mailto:BSShelp@babcockinternational.com) or visit the web portal at [BSSGhelp.babcock.uk](http://BSSGhelp.babcock.uk).

30.3 The CCC is operational 24 hours a day, 7 days a week.

## CHAPTER 5 – Pre-Move Out and Move Out Procedures

### 1.0 PRE-MOVE OUT ADVISORY VISIT

1.1 Pre-Move Out advisory visit should be booked with your local DIO Office preferably 6 weeks before Move Out.

1.2 At the Pre-Move Out, advice will be given by the Estate Manager with regards to the cleaning standards required on Move Out and actions that are the occupant's responsibility.

### 2.0 MOVE OUT

2.1 At Move Out, the responsibility for ensuring that service accommodation is in a fit state of cleanliness for handover rests with the outgoing occupant. The cleaning has to have been completed before the Move Out takes place. If the cleaning is not to an acceptable standard on Move Out then the Estate Manager will invite the outgoing occupant to make arrangements to have it cleaned, or to pay for the cost of cleaning (charges will be raised accordingly via a barrack damage charge).

2.2 Cleaning of the property is organised as a private arrangement between the occupant and the cleaner. No monies will be dealt with by DIO. For properties in Naples, there is a list of local cleaners at the HIVE (Villa Victoria) that occupants regularly hire, but ultimately you can use a cleaner of your choice.

### 3.0 MOVE OUT CLEANING STANDARDS FOR SSFA & SSLA

The Occupant is responsible for cleaning their SSFA or SSLA prior to moving out. You can either do this yourself or use a cleaner/cleaning service under private arrangements. (An element of Disturbance Allowance is intended for this purpose)

The March Out Cleaning Standards are:

|               |  |
|---------------|--|
| General       | The following, where applicable, are to be checked to ensure that they are present, clean and where practicable are in good working operation: <ul style="list-style-type: none"> <li>- Smoke alarms.</li> <li>- TV Aerial point (living Room and Bedroom One – if there is no TV aerial point in Bedroom One there is no requirement to install one).</li> <li>- Bathroom fittings.</li> <li>- Rotary dryer or clothes line (Free of dust and dirt).</li> <li>- Ironmongery to internal and external doors.</li> <li>- Carpets or hard flooring to all areas.</li> <li>- Fitted locks to external doors, windows and garage etc.</li> <li>- Labelled keys.</li> <li>- Ground-floor telephone point and any associated extension sockets.</li> <li>- Instructions for boiler, heating system etc (English version).</li> <li>- Safety items such as, fire guard points.</li> <li>- Assorted Bins.</li> <li>- Roller Blinds.</li> <li>- Pelmets.</li> </ul> |
| Minor Repairs | Minor repairs noted during the Pre-Move Out advisory visit which are the occupant's responsibility are to be carried out prior to Move Out.  |
| Walls/Ceiling | No major stains, marks (to include skirting boards).   |
| Floor/Stairs  | Clean and free of major marks (to include stair banisters).  |
| Curtains      | To be cleaned prior to Move Out.   |
| Furniture     | To be cleaned prior to Move Out.   |

|  |  |
|--|--|
|  |  |
| Windows/Frames   | Glass and frame clean inside and out with window open. No mildew.  |
| Woodwork/Doors/Frames                                    | Clean, no grease marks or dust.  |
| Shelves/Units/Worktops/<br>Cupboards/Wardrobes           | Clean, free of grease and major marks.   |
| Decorative Condition                                     | As found, Fair Wear & Tear excepted.   |
| Paint  | Free of major marks, stains, peeling, flaking, ingrained dirt, discolouration or mould growth. The decorative surfaces shall generally be of a uniform appearance with no excessive fading, nor any sign of a previous colour showing through. |
| Wallpaper  | Free of major marks, stains, ingrained dirt, rips, mould growth or paper hanging off.  |
| Switches/Sockets/<br>Light Fittings                      | Clean, no grease marks or dust and with light bulbs fitted.<br>(N.B. Provision of light bulbs is an occupant's responsibility)   |
| Sinks & Taps   | Clean and free of lime scale.  |
| Bath/Shower/WCs/<br>Basins/Taps/Shower<br>Curtain/Screen | Clean, free of lime scale with seals intact.   |
| Tiles & Mirrors  | No grease marks or lime scale. No mildew   |
| Boiler/Radiator/<br>Pipe work Thermostats                | No grease marks or dust.   |
| Cooker & Filters   | Clean and free of grease and hardened/burnt grease/food stains or marks both inside and out. Filters to be replaced as necessary.  |
| Garden/Paths and Grates                                  | Clean, tidy and safe with grass cut, hedges and bushes trimmed and cultivated areas free of weeds and dead leaves. Refuse is to be removed. Paths, patios etc. clean and moss free.  |
| Garages/Sheds/Stores                                     | Empty with floor swept and washed down, windows clean, safe and secure. Clear of refuse.   |
| Cellars/Attics/Balconies                                 | Empty with floors swept. Cellar gullies, grates or traps clean with no standing water. Clear of refuse. Balconies are to be free of plant growth, weeds, dead leaves and refuse.   |