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Support Unit

# Accommodation

Poggio





## **Poggio Renatico Accommodation**

There are no purpose-built Service accommodation at Poggio Renatico. Accommodation is sourced by the Defence Infrastructure Organisation (DIO) around the city of Ferrara, which is 12 miles from the military base.

Your entitlement and personal status are the deciding factors for the type of accommodation you are allocated. Consideration will be given to preferences but there is considerable difficulty acquiring housing so specific requests may not always be available. You will be housed in an available property that meets your entitlement and most suits your needs where possible.

Unaccompanied SP will tend to be housed within the walls of Ferrara, whereas accompanied SP may be outside the city walls. The properties within the walls tend to have less outdoor space and those outside the walls are usually larger but have a longer commute (approx. 5-10 minute drive) to the centre of town and schooling, making a car a necessity.

A few families have found they have had delays in moving into accommodation in Ferrara for a variety of reasons. Therefore, please be aware you may have to spend time in a hotel until suitable housing is allocated. If this happens there are a few things that it is worth being aware of. In August a large proportion of the businesses, shops and offices you may need to visit may be closed or have reduced manning and opening hours as Italians tend to go on holiday during the hottest period of summer. In addition many businesses will close during the hottest hours of the day, 1300 and 1600 for 'riposo' (translates to rest, similar to a siesta).

If you have submitted the F1132 to DIO then they will be in touch in due course, if not please contact the NSE for a copy as it is essential that you complete it without delay. It is mandatory for all personnel, regardless of PStat or accompanied status as there may be a requirement for DIO to acquire a new property for you which cannot commence without a completed F1132.

The DIO office is located in Ferrara and all housing issues prior to arrival should be directed to the DIO Accommodation Manager Northern Italy: Mrs Davina Martella

Office Number: 0039 (0)53 220 6990/ +39 3351512 182

Davina.martella101@mod.gov.uk

DIO Help-desk Naples for Work services:  
+39 081 3342 111

Office location:  
Viale Cavour, 115 (Internal 1)  
Ferrara, 44121



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## **DIO ITALY**

**Villa Britannia, Naples, Italy**

**BFPO 8**

**Opening times:**

**Monday – Thursday: 0830hrs - 1630hrs**

**Friday: 0830hrs - 1500 hrs**

**First point of contact for housing defects:**

**Babcock CCC Helpdesk: +44 (0)1454 806957**

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

## **Emergency Out of Hours:**

**Babcock CCC Helpdesk: +44 (0)1454 806957**

**Duty Italian Speaker: +39 331 611 2140**

## **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 Housing Manager (HM). In Naples, the HM 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) 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 License to Occupy paperwork which you will have signed and received at your March In.

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



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# Welcome to the CCC Helpdesk



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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** - BSSIhelp@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

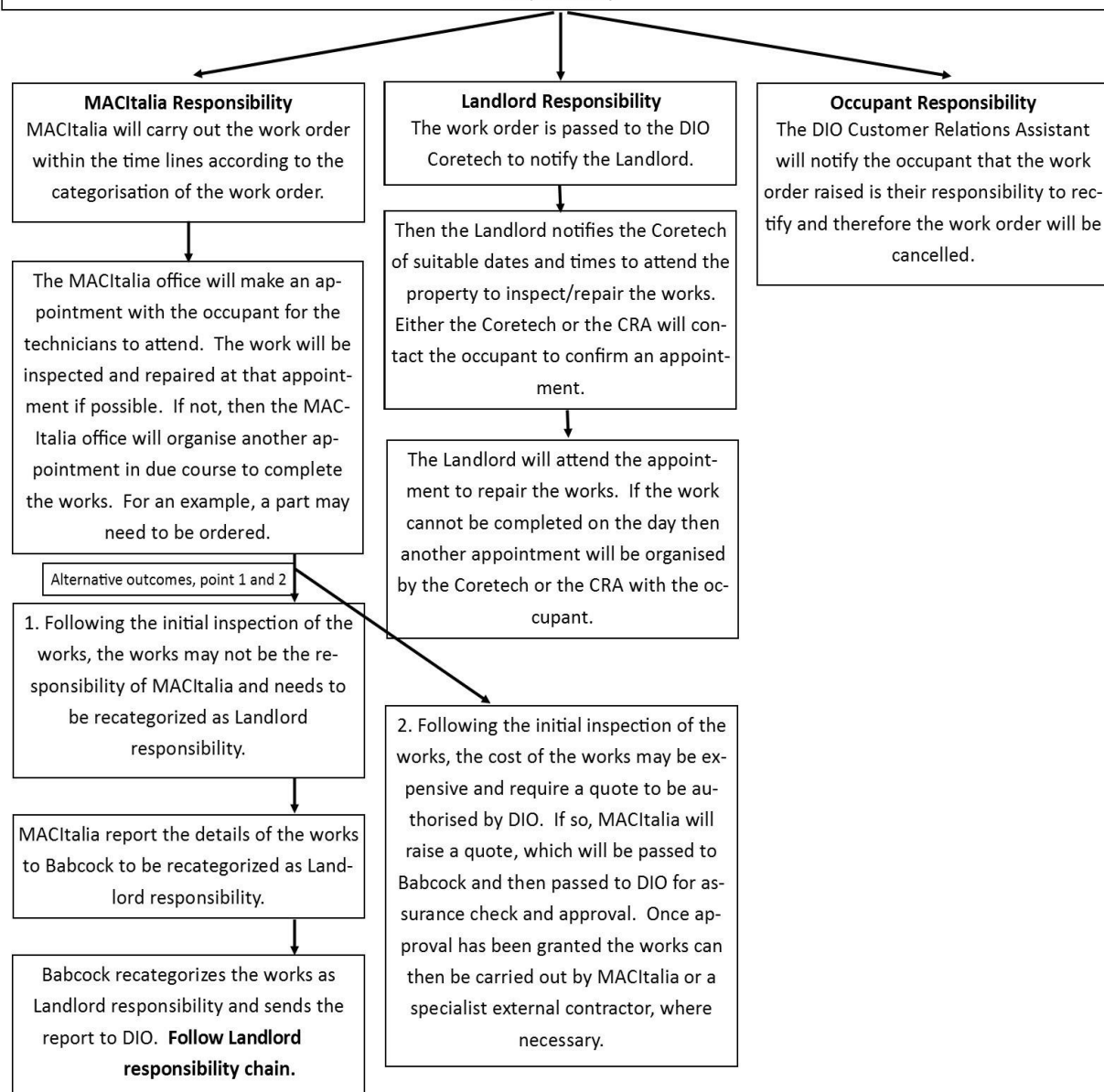
If you wish to track progress of the work reported please contact the Help Desk via email providing the reference number given to you during the log in process. An operator will be in touch with you to give you all the information you've requested.



## 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.





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### **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.

### **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.

#### **WATER**

Water supply provided for Accommodation is for normal domestic use only, 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.



## **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.

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.

## **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

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

During prolonged periods of absence occupants are advised to arrange a house sitter from within the UK community or leave a key with a neighbour or friend 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:

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

## **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 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.

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 vacation if grounds/gardens/hedges have not been maintained to a satisfactory standard.

## **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 March 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).

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.

## **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 prevents a serious hazard and additionally can cause damage to electrical items.



## **DISHWASHERS / WASHING MACHINES/COOKERS (White Goods)**

Dishwashers are sometimes installed by Italian Landlords prior to the MOD taking them over. 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. MOD funds or personnel are not authorised for the upkeep of dishwashers. 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.

## **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.



## **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-march 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 vacation of 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 planning may result in costs for damages and removal being raised on vacation.

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 vacation of the SFA. In some areas, issue 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 have 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 children play areas surrounding the Housing Estates, pets must be kept under strict control and are not to be allowed to foul in 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 such pets to Italy must state so on 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.



## REFUSE DISPOSAL

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.

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 a lot bigger but the waste bag shouldn't be disposed of, just the garden waste; grass cuttings, leaves, branches.

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.





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### **Key to waste types in Ferrara:**

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 March In. The Refuse Collectors will not remove bags that contain prohibited items it must therefore be ensured that waste is separated as appropriate.

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 vacation and must be disposed of via the local disposal centres. If bulky rubbish is left, then a Barrack Damage Charge will be raised at March Out.

### **NOTE**

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](mailto:BSSlhelp@babcockinternational.com) or visit the web portal at [BSSGhelp.babcock.uk](http://BSSGhelp.babcock.uk).

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