



NSA NAPLES SPRING 2026 TOWN HALL EARLY Q&A

Town Hall Questions submitted between December 22-31 2025
for Feb 10, 2026 Town Hall

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Community Liaison

As an Italian spouse, I am required to update my residency every time I move to a new country or comune. The residency certification information provided in September no longer appears to be valid, as housing informed me that there have been issues with the comune verifying the residency of Italian military spouses living on base. When will housing resolve this issue?

- We understand your frustration and recognize the challenges this creates for residency certification. The Housing office is actively engaged with the local *comune* officials to resolve the verification process for on-base residents. While we cannot provide a definite timeline as it involves an external Italian agency, please be assured we are making this a priority. In the meantime, the factsheet linked below provides the most current guidance on the established process.
- Link to Factsheet (also accessible directly on the left side of our website homepage): https://cnreurafcnt.cnic.navy.mil/Portals/78/NSA_Naples/Documents/Factsheet%20-%20Dual%20Citizenship%20Employment.pdf?ver=HRH39sVeC8bmQBzGokEeJw%3d%3d

Housing

Thank you for the update on the building manager contact info. We just experienced something similar in our quad. On the response, it mentioned not being able to share leave information with residents. I don't believe anyone wanted leave information. We were instead hoping for a designated POC for a time period - i.e. a notice on the building door that would read, "Between January 15 and 25, contact First Name Last Name at +39-xxxxxxx for building manager concerns." That is much more helpful than having to go down a contact list and hope you reach someone.

- We understand the frustration of having to go down a call list to find someone. Your suggestion for a single, designated alternate is a good one. To ensure you always receive timely support, even with unpredictable leave schedules, we have empowered every Zone Manager on the contact sheet to handle issues for any building. This ensures you can reach a decision-maker without delay. To better support this, we will post the updated Zone Manager contact list on the installation Facebook page and on every building's bulletin board. All zone managers now have government phones with email to better handle your issues.
- See next page for Government Housing Zone Manager POC information.

GOVERNMENT HOUSING POINTS OF CONTACT

After Hours Emergency:

+39 338-946-2227

Warehouse: M-F, 0800-1600

DSN 629-4242

Commercial 081-811-4242

Help Desk: M-F, 0800-1630

DSN 629-4285/6
Commercial 081-811-4285/86



Scan me to submit a service call

Zone Managers: M-F, 0730-1600

Gennaro Cerulli 331-698-0268
Support Site Units 2001-2020,
Support Site Units 2027-2031

gennaro.cerulli.ln@us.navy.mil

Giuseppe Veca 335-139-8909
Support Site Units 2039-2055
Support Site Units 2101-2111

giuseppte.veca.ln@us.navy.mil

Beniamino Cioffi 366-687-1414
Support Site Units 2112-2124,
Support Site Units 2150-2163,

beniamino.cioffi.ln@us.navy.mil

Frank Desena 335-785-4403
Support Site Units 2125-2149A,
Senior Officers Quarters, Townhouses,

francesco.desena.ln@us.navy.mil

Pietro Parillo 366-663-0471
Government Housing Supervisor

pietro.parillo.ln@us.navy.mil

Could housing go back to posting Preventative Maintenance Inspection (PMI) schedules at least monthly on the Facebook page? This month's schedule was not posted in December. Also, in the Naples Navigator issued Dec. 1, only the January dates were shared. We appreciate them being posted on the building doors as well; but having an electronic copy is very helpful.

- Yes. We will resume posting the monthly PMI schedules on the NSA Naples Facebook page and in the Naples Navigator when the spring PMI cycle begins. Thank you for the feedback.

Could you please validate the daily PMI hours? For the last 3 PMI inspections, they have not begun the inspection process until 0900 however, the building notices say 0800 start.

- Thank you for bringing this to our attention. The official inspection hours are indeed from 0800-1630 (0800-1200 on Saturday). Our maintenance teams are expected to begin work at 0800. We will address this discrepancy with our staff and contractors to ensure they adhere to the posted schedule. We appreciate you holding us accountable.

A very practical item that should be added to the **Preventative Maintenance Inspections (PMI)** list is the stove range hood filter change-out. Instead, we have to put in a separate ticket for this. Having a clean, non-greasy hood filter is an easy way to prevent a possible fire. Please consider adding this to the PMI process so that residents don't have to call and make a ticket on something that 100% preventative!

- This is an excellent, practical suggestion for fire prevention. We are adding the replacement of stove range hood filters to our annual PMI checklist. The manufacturer also recommends residents wash the filter every two months, which you can do by hand or in a dishwasher on a low-temperature cycle. This will help maintain safety and performance between our scheduled replacements.

Installation Business Manager

The HOV/Carpool parking is a great concept. Would you consider designating 20 or 30 spaces on the 1st or 2nd deck for 2-person HOV parking? Three-person HOV parking seems to be challenging to fill all the spots. Reducing cars by using 2-person HOV parking is still a substantial win - imagine if a whole floor of the garage was 2-person HOV parking, that's 100+ cars no longer parking! The majority of cars rolling into the parking garage only have 1 person in them; so encouraging even 2-person HOV will still make an impact. It's a lot easier to sync schedules with one additional person vice 2 others.

- We appreciate you sharing this perspective. The points you raised are valid, and we agree that 2-person carpools are an important part of the solution. However, after careful review, we will be upholding the 3-person requirement for the designated carpool parking to ensure the program's maximum effectiveness.
- The rationale for this decision is to maximize the number of people we can move in the fewest vehicles, a concept known as "person throughput." While a 2-person carpool takes one car off the road, a 3-person carpool doubles that impact by removing two cars. Traffic Engineers have determined that incentivized 3+ person carpools have been shown to be highly effective. Our goal is not just to reduce cars, but to do so as efficiently as possible.
- This policy incentivizes larger carpools, which significantly reduces traffic, lowers emissions, and provides greater savings for employees. Thank you again for the valuable feedback. We are dedicated to making this program a success and will be sharing more information about resources to help you form carpools.

Could you please explain the formula for determining the number of flag/general officer, O-6 and master chief parking at the commissary and NEX? Compared to other commissaries and exchanges in Europe, NSA Naples likely has the most (even when comparing other HQ locations).

- The authority to assign reserved parking is granted to installation commanders by Commander, Navy Installations Command Instruction 5560.4 (CNICINST 5560.4), Arming, and Law Enforcement on Navy Installations. This instruction allows commanders to designate spots for key billets, such as flag officers and senior enlisted leaders. As a major headquarters installation, NSA Naples has a higher concentration of these key billets than most other bases in Europe, which is why you see a proportionally higher number of reserved spaces at our NEX and Commissary.

MWR

The increase in MWR events has been great! The December schedule was awesome. Could someone speak to why the physical activities (i.e. 5Ks) have been scheduled at 4:30PM on Thursdays (Turkey Trot and Jingle Bell Run)? Many of our folks working on Capo cannot make it to these events on Support Site in time as it would require leaving work at 3:30PM. Maybe a 5:00 or 5:30PM start, or better yet, an even scheduled on the weekend, would make the events more attainable for service members and those working.

- We truly appreciate the increase in participation in our fitness events! We schedule these runs based on historical data, which shows that a 4:30 p.m. weekday start time consistently draws the largest crowd—often over 100 participants, compared to fewer than 50 for weekend events. While we know this time can be challenging for those coming from Capodichino, our goal is to serve the largest portion of the community possible. We will continue to track attendance and will certainly look for opportunities to schedule occasional events on weekends or later in the day.

NEX

Is there a reason the main NEX and Autoport sell everything you need for an oil change EXCEPT engine oil?

- Thank you for bringing up this question. We would like to clarify the policy regarding motor oil sales at the Car Care Center.
- A key part of our Status of Forces Agreement (SOFA) with Italy places specific rules on certain goods. Under this agreement, we are not permitted to sell motor oil directly to customers “over the counter.”
- High Local Tax (VAT): On the Italian economy, motor oil is taxed heavily with a Value-Added Tax (VAT), much like gasoline. The SOFA does not grant us an exemption to sell retail motor oil without this tax.
- Service vs. Retail: The agreement *does* allow us to purchase oil to be used in vehicle maintenance services. This is why we can continue to perform oil changes for our customers.
- This is also why oil purchased locally for our services costs almost twice as much as oil sourced from the U.S.
- The Bottom Line: We are authorized to use motor oil to service your vehicle, but we are not legally permitted to sell it directly to you as a retail product for personal use.
- We appreciate your understanding.

Vet Clinic/ FFSC

Thank you for taking the time to answer questions for the community. Our family recently Permanent Change of Station (PCS)'ed right before Christmas. We have 3 young children, as well as a cat and a dog. Because the rotator has been removed, we found the ticketing process/travel arrangements very difficult. There were no direct flights to Naples. So, we chose to arrive in Rome so that our dog, who was traveling in cargo, wouldn't have a layover. When we landed in Rome, there was no clear direction on where to go/what to do to retrieve our dog. She was in a separate warehouse. Upon arriving at the warehouse, my husband was told that he couldn't collect our dog. He needed a customs stamp, and customs wasn't in that warehouse. It was back in the airport, behind security. We spent 2 1/2 hours going back and forth, trying to get our dog back. Our sponsor was amazing and helped as much as possible. In the end, we got her back, after also having a €50 fee tacked on at pickup. Both my husband and I did an incredible amount of research before this PCS regarding our animals. However, the process of getting them over here was extremely convoluted, confusing, and nerve wracking. Is there a possibility of bringing the rotator back? Or designating a pet shipper for families that are PCSing? At the very least I'd like to suggest that the vet put together a PDF of need-to-know information regarding pets and PCS. Things like, the rabies certification HAS to be signed in blue ink is a detail that civilian vets will miss (ours did) and create unnecessary frustration for families already dealing with a lot. Thank you for your time.

- Thank you for sharing your family's recent travel experience, and we sincerely apologize for the frustrating and stressful situation you encountered in Rome. Your story highlights the significant challenges families face when PCSing with pets which we shared with the CNO last week.

In response to your question about the rotator, U.S. Transportation Command (USTRANSCOM) discontinued Patriot Express service to Naples on October 1, 2025, after a study determined that government-procured commercial travel was a more cost-effective solution for the DoD.

Your suggestion for a comprehensive 'need-to-know' PDF is an excellent one. To address this, we have compiled an FAQ that directly answers questions about pet travel in a post-rotator environment (see page 5).

Link: [End of Patriot Express \(Rotator\) Services To/From NSA Naples, Italy](#)

To prevent the very issues you faced—like the blue ink signature our civilian counterparts often miss—we strongly recommend all personnel use military Veterinary Treatment Facilities (VTFs) for OCONUS pet travel. As soon as your sponsors identify an incoming family with a pet, they can contact our Naples Vet Clinic, and we will help locate the nearest, most convenient military vet to ensure a smoother, less stressful journey.