



NSA NAPLES WINTER 2025 TOWN HALL EARLY Q&A

Town Hall Questions submitted between September 15-22, 2025
for Nov 25, 2025 Town Hall

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Fleet and Family Support Center

I'm a new active-duty spouse and my husband is away on a ship in Hawaii. I am an Italian Resident and Filipino Citizen. I've been living in Italy for 8 and a half years, now married to an Active Duty in the Navy. It's been difficult for me to get a job here in Aversa. I have been sending my résumé and applying every chance I get. Babysitting and Pet sitting does not cover for the bills, and I cannot save. Can somebody please help me?

- If you're looking for opportunities to earn additional income, please reach out to the Fleet and Family Support Center (FFSC): nsanaplesffsc@us.navy.mil; (+39) 081-811-6372. They can help you with resume review and connect you with on-base employment resources, spouse hiring programs, and community-approved options. You can also visit <https://www.navymwrnaples.com/support-services/fleet-and-family-support-center/nsa-naples-employment-resources>

Housing

How can family housing address the consistent lack of advance notice and scheduling for maintenance visits, leading to missed appointments and unnecessary stress for Sailors and their families, thereby failing to uphold the CNO and REGCOM's commitment to their well-being; and what specific support or process improvements are needed to ensure reliable contractor arrival, better communication, and a less disruptive maintenance experience for residents?

- We understand your frustration with missed or delayed maintenance. Timely support is crucial, and we're working with our contractor to improve scheduling, accountability, and communication. This will help reduce missed visits and make the process smoother. Thank you for your feedback – it helps us ensure our partners provide the service our families deserve.
- Always report any issues to your Building/Zone Manager, escalate to the housing director, then to ICE feedback system if you don't see improvement.
- We will communicate directly to Mirabella and our Quality Assurance section to get issues reported, documented, and resolved.

Is the base TRIAD aware of issues in family Navy housing? Including the Italian contractors lack of care for the families need when requesting concerned maintenance issues such as mold removal and/prevention, insect infestation (bees, wasps, mosquitoes, or fleas from stray cats).

- The Triad is aware of and actively addressing issues in family housing as a top priority. We are continuously working with Mirabella on various solutions. Communication breakdowns can occur between residents and contractors. We strongly encourage residents to utilize the established escalation process:
- **Submit a Work Order:** Online, by phone, or in person.
- **Follow Up with Building Manager:** For timely and correct completion.
- **Escalate to Zone Manager:** If the building manager cannot resolve the issue.
- **Contact Housing Director:** For further assistance.
- **ICE Comment (Last resort):** Utilize this system only if other avenues are exhausted due to its slow response time.

Can the Triad please make sure family Navy housing units are livable for families? Please look at the basement conditions and some of the building conditions.

- Recognizing that some housing units, especially those with basements, may require attention, we are proactively evaluating them. Our team is working to identify necessary repairs, prioritize them based on urgency and impact, and implement appropriate solutions. Leadership is fully committed to providing safe and quality housing for our families.

Public Works Department (PWD)

Can all bushes be trimmed down?

- Bush trimming is part of our routine grounds maintenance. If you notice areas that are overgrown, please report them for faster service! You can use the ICE comment system or submit a service request public works through the NSA Naples app.

Morale, Welfare, and Recreation (MWR)

Would it be possible to upgrade the payment system for the car wash and vacuum stations? Currently, the required MWR prepaid card is inconvenient because it must be reloaded in person at a separate store, which is difficult during designated hours, especially on holidays and after hours. A transition to a system that accepts debit or credit card payments directly would be more convenient. If that isn't possible, could you at least install a machine that allows for refilling the card on-site?

- We are in the process of upgrading the carwash and payment system. The project has been funded and should be executed in FY 26. In the meantime, we are working to get the card refill system in Tickets and Travel Office, so customers have 2 places to refill their cards. The Auto Skills center will also be expanding their hours of operation this fall.

Why is there a severe lack of family events on this base? Japan bases do it best with hosting family and fitness events.

- Thank you for submitting your question, MWR is always working to improve. If you have ideas that you've seen that you would like, we would love to engage with you directly, please make an appointment with our MWR director. MWR offers a wide variety of family and fitness-related activities and programs, including group exercise classes, martial arts, dance programs, monthly runs, and additional programming and activities that are both large and small. While all of our programs are well-received, we recognize that they may not fully meet the demand for family-oriented events. We are committed to enhancing our programming and welcome your input on activities that would be most meaningful for you and your family. Your feedback will help us create events that better reflect the interests and needs of our base community.

Why isn't the family gym open yet and why does no one seem to have an update on when it will be open? Why is there a severe lack of fitness events on either Naples base compared to other bases in the region?

- The opening of the Family Fitness Room has been delayed due to the late delivery of the required child-safety gating, which is currently being shipped from the United States. We are closely tracking the shipment and will provide updates as soon as more information becomes available. Estimated opening is 4 November.
- In the meantime, MWR Fitness continues to provide a strong lineup of programs, including group exercise classes, martial arts, dance programs, and monthly runs. However, we acknowledge the importance of family-friendly fitness opportunities and are eager to hear your suggestions. Please share your ideas so we can expand our offerings to better serve all members of the Naples community.

Will the Carney Park restaurant reopen?

- Yes, the Fairways Restaurant at Carney Park will reopen. We are currently upgrading the facilities to ensure a smooth and high-quality reopening. In addition, we are working to contract with a new operator. We greatly appreciate your patience and will keep the community updated as soon as more details become available.

NEX/PWD

What is being done to fix the Navy Exchange bathrooms, especially the women's restroom which is in poor condition?

- We appreciate your input and share your concern about the cleanliness/upkeep of restrooms, particularly those in the NEX.
- Restrooms are cleaned on a schedule established by Commander, Navy Installations Command, we recognize that heavy use during peak hours can impact their cleanliness and we are committed to exploring ways to improve restroom cleanliness within the existing guidelines.
- NEX Service Operations Manager and PWD Performance Assessment Representatives visit these restrooms on a recurring basis and submit service requests for any broken items, and complete performance assessments of the cleanliness to document contractor performance.
- When performance is substandard, they follow the contractual process to remedy this issue. We will take your input on-board and consider increasing the frequency of these visits.

N8 Pay Office/NEX

The ATM on Support Site is often out of Euro, despite mixing to a cashless deposit system. Is it possible to consider a second ATM that dispenses Euros on Support Site near Navy Lodge?

- An ATM was previously located at Navy Lodge, but it was removed approximately three years ago at the recommendation of the Navy Lodge Manager due to concerns about noise and disruption to guests.
- Banco di Napoli explored options for installing a replacement ATM, but was unable to identify a suitable and secure location that met their security requirements. Subsequently, the decision was made to consolidate all ATMs at a central location (entrance of the NEX/Commissary).
- Regarding the possibility of a second ATM at the Support Site, Banco di Napoli's transaction data did not meet the minimum volume requirements to justify the installation of additional machines.
- If you notice any of our ATM machine is out of cash or broken, please contact the installation's ATM manager, Dr. Luigi Amato at luigi.amato2.ln@us.navy.mil or Commercial: +39 081 568 5668 DSN: 626-5668. This contact information is also posted at the ATM locations.

JAG

Please address the large number of unauthorized businesses being ran out of housing and how they're abusing base privileges (NEX, commissary, FPO system).

- Please report any unauthorized businesses to NSA Naples Security.
- Per [NAVSUPPACT Naples Instruction 1740.4A](#), operating any form of in-home business from government quarters is strictly prohibited. This includes activities such as selling goods, providing services, or conducting commercial transactions from your assigned residence. While many families look for ways to supplement their income, conducting business from within government housing poses security, safety, and community concerns. It can also conflict with host-nation agreements and can jeopardize a person's legal status in Italy.
- What This Means for Residents:
 - Running a business of any kind from your quarters is not authorized.
 - Violating this policy may result in loss of housing privileges and termination of government quarters.
 - This rule applies regardless of whether the business is in-person (e.g., childcare, hair services, food sales) or online but using your residence as a business on base.
 - Dependents can, however, telework from Italy (including from their on-base residence) for U.S. companies. This is thanks to an agreement between the U.S. and Italian governments in August 2023.
- For more information and FAQs on this subject, please visit:
 - <https://cnreurafcen.cnic.navy.mil/About/Job-Openings/Dependent-Opportunities-in-Italy/>
- Need Extra Income?
 - If you're looking for opportunities to earn additional income, please reach out to the Fleet and Family Support Center (FFSC). They can connect you with on-base employment resources, spouse hiring programs, and community-approved options.
 - You can also visit <https://www.navymwrnaples.com/support-services/fleet-and-family-support-center/nsa-naples-employment-resources>

Installation Business Manager

I request designated third-trimester pregnancy parking at Capodichino. As an active-duty pregnant service member, walking from the distant parking areas is physically demanding, especially given medical recommendations to limit time on my feet. While arriving earlier is difficult due to childcare responsibilities, designated parking would significantly alleviate this issue and support my ability to continue working effectively.

- Thank you for raising this important issue and your feedback is invaluable.
- Please work with your medical provider, handicap parking pass can be issued by the Naval Hospital Naples.
- The base leadership understands challenges like this exists and continuously reviews parking policies looking for potential solutions.
- We are currently assessing parking availability and potential solutions, including designated parking options, to address the needs of personnel with specific medical requirements.