



NSA Naples Housing Service Center (HSC) Changes to Economy Housing Factsheet

What Changes Can Personnel Expect?

- Starting in Fall 2024, personnel that executed private lease agreements for renting on the economy through the NSA Naples HSC before 10 June 2024 will execute amendments to their lease agreements.
- The amendments will modify two clauses, including the “Security Deposit” and “Arbitration” clauses.
- The amendment to the Security Deposit clause will require tenants to provide their security deposit directly to the landlord, as opposed to having the security deposit held by NSA Naples at Community Bank.
- Prior to executing the amendment, the HSC will provide tenants with an Acknowledgement Form, whereby tenants will acknowledge that their security deposit will be electronically transferred to their respective bank account, and that they must transfer the deposit to their landlord within five (5) days of signing the lease amendment.
- Once the tenant signs the Acknowledgement Form, the HSC will provide the tenant and the landlord with the lease amendment for execution.
- Once the parties execute the amendment, the tenant will electronically receive the security deposit funds from Community Bank.

Why Are These Changes Occurring Now?

- For decades, the HSC has used a model lease for U.S. & NATO personnel renting on the economy in the Naples area.
- The model lease required that security deposits be held by NSA Naples. The deposits are held on behalf of the landlord and tenant for return at the end of the tenancy.
- Per direction from CNIC and the Regional Commander, EURAFCENT will begin the process of liquidating and eventually closing the GSF, which includes returning security deposits currently in the GSF back to tenants.

When will this process begin?

- Although the process of liquidating & closing the GSF will begin in August 2024, tenants and landlords will be provided with lease agreement amendments on a rolling basis through 2025.
- Tenants should expect to be contacted by the NSA Naples HSC over the next year.

What if there are discrepancies regarding deposits and/or property damage?

- Discrepancies regarding security deposit amounts and/or damages resulting from the tenancy will be resolved at the end of the lease term. The full security deposit initially provided to the HSC will be transferred to the tenant, who will then transfer the same amount to the landlord.
- If you have a complaint regarding the current status of your lease or rented property, contact the NSA Naples HSC for information on issue resolution at: DSN: 629-4285/4286; COMM: 081-811-4285/4286.

What if a landlord refuses to execute the lease amendment?

- If a landlord refuses to execute the lease amendment, the tenant may terminate the lease contract in accordance with the terms of the lease (usually this includes providing 30 days’ notice to the landlord).
- The landlord may be placed on an “Off-Limits” list, as directed by the NSA Naples Commanding Officer. If placed on an “Off-Limits” list, personnel using the HSC to rent on the economy are forbidden from renting from the respective landlord.

What if a tenant refuses to execute the lease amendment?

- A community landlord may contact the NSA Naples HSC in an attempt to resolve the issue.
- An HSC counselor may accept complaints from community landlords to facilitate a solution with authorized personnel (i.e., tenants who have a private residential lease in the HSC system).
- The commanding officer of the tenant’s command will be contacted to effectuate the lease amendment.

What if a tenant does not provide the landlord with the security deposit?

- If a tenant refuses to provide the funds to the landlord within five (5) days of receiving the deposit from the GSF, the landlord has all remedies available to them under local and national law, including the Fair Rent Law.



NSA Naples Housing Service Center (HSC) Issue Resolution Fact Sheet

How Do I Resolve An Issue With My Landlord?

- The first step is to always try to resolve the issue by discussing it with your landlord.
- If there is no resolution after discussing with your landlord, the HSC may be able to assist with reaching a resolution.
- While the HSC is not a legal solution, they can assist with language barriers and serve as a neutral third-party by using a resolution program outlined in CNIC M 1113.01 Ch.8 (called the “Issue Resolution Program”, or “IRP”).
- HSC counselors may be able to assist with disputes or complaints that are not criminal in nature or pending litigation.
- HSC counselors may meet with the parties as an unbiased party to recommend courses for reconciliation on an issue.
- Neither party is required to act on recommendations suggested by an HSC counselor. The HSC cannot act outside its role as a neutral third-party, but this is an important step to seek a resolution before considering escalating the issue to a more serious level (e.g., formal arbitration or court proceedings through the Italian legal system).
- If a legal issue arises that cannot be resolved by an HSC counselor, HSC may direct the tenant to seek assistance from the Region Legal Service Office (RLSO). RLSO has contracted with an Italian attorney to provide third-party advice on landlord-tenant issues. **NOTE:** These services are limited in scope and eligibility is limited to active duty military, civilians, dependents, and DoD retirees. The contracted Italian attorney cannot represent tenants in court.

Does the Housing Office have a role outside of facilitation for issue resolution?

- The HSC is strictly a facilitating entity to help resolve issues and provide recommendations if an issue cannot be resolved.
- Recommendations are not required to be followed by either party.

What if I am not satisfied with the recommendations provided by the HSC?

- In the event that you cannot find a resolution to an issue after meeting with an HSC counselor, the counselor will document the issue as unresolved.
- Tenants may consult their own attorney, as they would in the U.S. The U.S. Consulate in Naples has a list of attorneys who speak English and who are permitted to practice before Italian courts. For more information, please visit: <https://it.usembassy.gov/u-s-citizen-services/attorneys>.

What if my dispute is criminal in nature or pending litigation?

- Disputes that are criminal in nature or pending litigation are outside the scope of the IRP outlined in CNIC M 1113.01 Ch.8.
- If a dispute is criminal in nature (e.g., theft) or pending litigation (e.g., a landlord has filed a legal claim), tenants may consult their own attorney, or may contact RLSO to schedule an appointment with the contracted Italian attorney.
- As in any case, if you are the victim of or witness to a crime, report it immediately to NSA Naples Local Emergency Dispatch Center by calling +39 081-568-4911.

What legal options do I have outside of RLSO?

- Tenants may consult their own attorney, as they would in the U.S. The U.S. Consulate in Naples has a list of attorneys who speak English and who are permitted to practice before Italian courts. For more information, please visit: <https://it.usembassy.gov/u-s-citizen-services/attorneys>.

Does the IRP produce any records?

- An HSC counselor will catalogue the level of the complaint (Levels 1-3), which is used for record-keeping to track past and current complaints submitted to the Housing Office.

Can my landlord use the same process if they have a complaint?

- HSC counselors may accept complaints from landlords in order to facilitate a solution with authorized personnel (i.e., tenants who have a private residential lease through the Housing Office system).
- HSC counselors must accept complaints from authorized personnel that are within the scope of the IRP.

Who can I reach if I have more questions?

- For information on complaints or the IRP, contact the HSC at: DSN: 629-4285/4286; COMM: 081-811-4285/4286