



DEPARTMENT OF THE NAVY  
U.S. NAVAL SUPPORT ACTIVITY  
PSC 817 BOX 1  
FPO AE 09622-0001

NAVSUPPACTNAPLESINST 11103.1E  
N93

22 MAR 2019

NAVSUPPACT NAPLES INSTRUCTION 11103.1E

From: Commanding Officer, U.S. Naval Support Activity, Naples, Italy

Subj: POLICY FOR THE ADMINISTRATION AND OCCUPANCY OF  
UNACCOMPANIED HOUSING

Ref: (a) OPNAVINST 5009.1  
(b) CNICINST 11103.5  
(c) CNICINST 11103.13A  
(d) CNICINST 11103.14  
(e) CNO ltr 11103 Ser DNS/11U106028 of 24 March 2011  
(f) DOD Manual 4165.63-M, DoD Housing Management, October 2010  
(g) CNE-C6FINST 7210.2I

Encl: (1) Assignment Policy  
(2) Resident Advisor Program, Unaccompanied Housing Advisory Board, and Resident Advisor Agreement  
(3) Inspection Procedures  
(4) Unaccompanied Housing Occupant Handbook  
(5) Unaccompanied Housing Duty Manager – Standard Operating Procedure

1. Purpose. To issue policy and provide guidance regarding the operation of Unaccompanied Housing (UH) onboard U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy. This instruction is a complete revision and should be read in its entirety.

2. Cancellation. NAVSUPPACTNAPLESINST 11103.1D

3. Discussion. This instruction, along with enclosures (1) through (5), specifically defines policy governing Unaccompanied Housing (UH) and when used in conjunction with references (a) through (g), identifies the basic precepts of quality housing management.

4. Scope. This instruction applies to all active duty permanent party personnel assigned to NAVSUPPACT Naples and its tenant commands with host/tenant agreements in effect in terms of Unaccompanied Housing support services.

5. Background

a. The Secretary of the Navy, Chief of Naval Operations, Commander, Navy Installations Command, Commander, U.S. Naval Forces Europe, and Commanding Officer (CO), NAVSUPPACT Naples are committed to improving the quality of life of service members. UH profoundly impacts the quality of life of residents which impacts the performance, morale, and retention of service personnel.

b. UH availability, security, cleanliness, and attractiveness are basic needs of all service members. Continual efforts are made to modernize and construct UH to meet current and future UH requirements.

c. Efficient, effective operations, and facility maintenance are necessary to support this policy.

6. Policy. All local UH policy will conform to this instruction regarding operations, management, funding, use, assignment, and responsibilities.

a. The NAVSUPPACT Naples CO establishes and/or approves UH policy regarding:

(1) Regulations and procedures in the administration of UH operations.

(2) Allocation and execution of resources for manning and operation of UH.

(3) Command attention to specific problem areas, general living conditions in UH and all aspects of operations thereof.

b. Tenant CO's and Officers-in-Charge shall:

(1) Ensure all subordinate personnel residing in UH conform to UH policy.

(2) Ensure room inspection procedures stated in enclosure (3) are carried out.

(3) Review all command requests affecting UH assignment.

(4) Assist host command in the processing and collection of government debts in the event of loss or damage of government property caused by negligence and/or vandalism by member.

c. The UH Director reports to the Housing Director and is responsible for:

(1) The overall supervision of all employees and the total management of all facets of UH Division.

(2) The development of planning, programming, budgeting, and execution of all resources available to the UH Division.

(3) The recurring and unplanned maintenance or repair of all facilities and equipment.

(4) Providing input to UH operations, including participation in the planning for minor construction, military construction, and special projects affecting UH buildings.

**22 MAR 2019**

(5) The preparation and submission of required reports affecting UH operations.

d. UH staff is responsible for carrying out UH management duties per billet or job position descriptions, as well as other job related duties that may be assigned by the UH Director.

e. Resident Advisors (RA) are responsible for carrying out the collateral duties assigned as described in enclosure (2).

f. Residents of UH are responsible for:

(1) Abiding by the rules and regulations contained in enclosure (4).

(2) Promptly informing the UH staff of any known material, safety, or habitability deficiencies in rooms and in any UH common use areas.

(3) Providing constructive suggestions to UH management via RAs, comment cards, or Resident Satisfaction Surveys for improving UH operations and procedures.

7. Records Management. Records created as a result of this instruction, regardless of media and format, must be managed per SECNAV M-5210.1.

8. Review and Effective Date. Per OPNAVINST 5215.17A, NAVSUPPACT Naples will review this instruction annually on the anniversary of its effective date to ensure applicability, currency, and consistency with Federal, Department of Defense, Secretary of the Navy, and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This instruction will automatically expire five years after effective date unless reissued or canceled prior to the five-year anniversary date, or an extension has been granted.

  
T. A. ABRAHAMSON

Releasability and distribution:

NAVSUPPACTNAPLESINST 5216.4CC

Lists: I through IV

Electronic via NAVSUPPACT Naples website:

[https://www.cnic.navy.mil/regions/cnreurafrswa/installations/nsa\\_naples/about/departments/administration\\_n1/administrative\\_services/instructions.html](https://www.cnic.navy.mil/regions/cnreurafrswa/installations/nsa_naples/about/departments/administration_n1/administrative_services/instructions.html)

## ASSIGNMENT POLICY

1. General Assignment. To ensure that eligible permanent party receive proper billeting to Unaccompanied Housing (UH), the NAVSUPPACT Naples Commanding Officer (CO) has established centralized assignment procedures. Documentation such as Permanent Change of Station (PCS) orders will form the basis for assignment of personnel to UH.

2. UH for Permanent Party Personnel. Permanent party personnel are members who are on PCS orders to Naples area commands.

a. Per reference (b), all unaccompanied E1 – E4 and frocked E5 shall be housed in UH. Consideration to live in the economy will be considered if space is not immediately available. Unaccompanied and Geographical Bachelors (GBs) E5 and above will be required to live in the economy.

b. Personnel E-4 and below without dependents who are assigned to UH will not be permitted to move on to the economy without approval of NAVSUPPACT Naples CO. Consideration for requests to live in the economy will be given if occupancy levels reach 95%. All members under consideration for this category must submit a special request to NAVSUPPACT Naples CO via service member's chain of command, UH Director, and Housing Director. Service member should also receive financial counseling resulting in determination that the service member can sustain local economy living expenses. Requests should be denied if the member's debt to income ratio exceeds 20%.

c. E-4 and below without dependents who have previously received Basic Allowance for Housing (BAH) or Overseas Housing Allowance (OHA) may request to reside off-base and to receive OHA, without the need for occupancy levels to reach 95%. All members under consideration for this category must submit a special request to NAVSUPPACT Naples CO via their chain of command, Unaccompanied Housing (UH) Director, and Housing Director. They will also have lived in economy at previous duty station. A Leave and Earnings Statement (LES) showing proof of receipt of BAH or OHA from last duty station will be required. Have acquired significant amount of furniture (at least 2,000 lbs.) from last duty station. Inventory of household shipment will be used as proof and will be reviewed by the UH Director. Furniture purchased locally will not meet this requirement.

d. Frocked E5's are not entitled to pay and other monetary allowance until actually advanced to the pay grade. Upon advancing, E-5 service members have these following options;

(1) Move to the local economy; You will need to provide Housing Service Center proof of your advancement, a Letter of Intent from UH, and a request chit signed by the resident's immediate chain of command acknowledging your intention.



(2) Intend to stay with UH;

(a) Submit a request to be a Resident Advisor (RA) to the UH Assignment Review Board.

(b) Submit a request for an exception to policy to NAVSUPPACT Naples CO via UH Assignment Review Board.

e. Personnel with approved requests to vacate UH have 60 days from approval date of the request to vacate and turn over rooms in satisfactory condition. Personnel must participate in scheduled house showing tours at least twice every 10 days. Failure to secure housing within 60 days may result in revocation of the approved request. All relocation costs are the sole responsibility of the military member.

f. Unit integrity assignment will be used when possible.

g. A service member in receipt of OHA may, under special circumstances and with approval by NAVSUPPACT Naples CO, be allowed temporary occupancy in UH, not to exceed 30 days on a space available basis.

h. Accompanied personnel referred by Family Advocacy or higher authority or with military protective orders may be housed in UH on a space available basis. Depending on the availability of rooms, they may be assigned to permanent party rooms on a temporary basis, not to exceed 72 hours. Members may be granted an extension of stay if space permits and with the approval of NAVSUPPACT Naples CO or with military protective orders.

i. Accompanied personnel who execute an approved Early Return of Dependents (ERD) to CONUS prior to the completion of their tour may be authorized UH occupancy as an Overseas Geographic Bachelor (OGB). Off-base housing on the economy will remain as the housing option-of-choice through assistance from the Housing Service Center (HSC). Hardship based exception to this policy may be authorized by the NAVSUPPACT Naples CO.

j. No member will be relocated from the economy, base housing, or temporary lodging facility to UH without written authorization from the Housing Director.

3. Overseas Geographical Bachelors (OGB). Assignment criteria for OGBs are based on the provisions of space availability and first come first serve basis. A request approved by NAVSUPPACT Naples CO via member's chain of command is a prerequisite for OGB assignment to UH.

4. Moving from economy to UH. Members who wish to return voluntarily to UH, must submit a special request chit to NAVSUPPACT Naples CO via their chain of command. Once

authorized, members must be cleared by the HSC before assignment to UH. UH cannot accommodate HHG that exceeds 2,000 lbs., all relocation costs to include storing HHG are the sole responsibility of the service member.

5. Resident Advisors. Request to be an RA will be approved in writing by NAVSUPPACT Naples CO via NAVSUPPACT Naples CMC. When RA vacancy is not available, a waiting list will be established. Seniority and leadership skills will be the factors used for RA selection. (See enclosure 2).

6. Priority of Assignment to UH. Unless determined as a military necessity by NAVSUPPACT Naples CO, priority of billeting assignments will be per reference (b).

7. Unaccompanied Housing Assignment Review Board (UHARB). At a minimum, the UHARB will consist of NAVSUPPACT Command Master Chief (CMC), requesting command's CMC, requesting department Leading Chief Petty Officer (LCPO), UH Director, and as needed, the Personal Financial Management (PFM) Manager/Coordinator and Exceptional Family Member Program (EFMP) Manager from the Fleet and Family Service Center (FFSC).

a. All requests to reside in UH will be routed through the UHARB. If all members of the panel approve the request, there will be no formal convening of the board.

b. If one or more members recommend disapproval of the request, the UHARB should meet to discuss the reason for denial and determine if denial will pose actual hardship for the service member. All disapproved requests adjudicated by the UHARB will be finalized and signed by NAVSUPPACT Naples CO.

c. The UHARB may be convened for the following requests:

(1) RA request;

(2) Request to reside as an OGB;

(3) Members requesting temporary dwelling due to family issues not requiring military protective orders;

(4) Situations leading to Exceptions to Policy.

22 MAR 2019

## RESIDENT ADVISOR PROGRAM

1. Resident Advisor Program. The Resident Advisor (RA) Program for Unaccompanied Housing (UH) was established as an element of the Navy Leadership Program. The RA Program provides senior leadership presence for mentoring and counseling of junior personnel. The Program also assists UH management in its efforts to maintain good order and discipline, support housing policies, enhance resident living standards, ensure resident safety, and increase leadership presence in UH facilities during off-duty hours.

2. General Eligibility. Resident Advisors (RAs) must be single or unaccompanied E5-E9. Geographic Bachelors (GBs), and service members on overseas unaccompanied/dependent restricted tours, may also apply to serve as RAs. E-4s may participate with their Command Master Chief's (CMC) recommendation. RAs will serve in this capacity at least one year from the date of appointment and will accept the duties and responsibilities described herein.

a. NAVSUPPACT Naples CO may designate RAs up to five percent of the permanent party E1-E3 personnel requirement (maximum of five percent equates to one RA for every 20 E1-E3s residing in UH).

b. RAs will be assigned to UH in accordance with references (c) and (d). GBs or service members on overseas unaccompanied/dependent restricted tours serving as RAs shall not be assigned UH accommodations in excess of the minimum adequacy standards for their paygrade, as per references (c) and (d), without risk of forfeiting their Basic Allowance for Housing (BAH) at the with dependents rate.

c. E-4 applicants must meet the following criteria;

(1) Over 25 years old;

(2) No previous Non-Judicial Punishment;

(3) Not subject to ongoing investigation;

(4) Must volunteer.

3. Application to Program. Personnel desiring consideration as an RA must have a minimum of one year remaining at their assigned command. An application package will be provided to the UH Director for submission to the Unaccompanied Housing Assignment Review Board (UHARB) for consideration. The application package shall include:

a. A special request chit approved by their chain of command;

b. A copy of current orders;

**22 MAR 2019**

- c. RA Agreement signed by the applicant.
4. Selection. RA selection will be made by the UHARB based on need, experience, availability, maturity, and leadership qualities.
- a. The UHARB will provide selected RA agreements to the installation CO for approval.
  - b. At least one RA shall be designated as the senior RA; installations with a large number of RAs may require more. The senior RA(s) will be the primary point of contact for the UH Director and installation chain of command for all matters pertaining to the RA Program.
5. Evaluation. The RA agreement will be renewed annually to ensure new policies are outlined and accepted by the RA. Performance as an RA will be evaluated quarterly by the UHARB to ensure compliance with the agreement.
6. Termination. RAs can be terminated from the program upon request, or for just cause.
- a. Self-termination due to permanent change of station or personal reasons requires 30 day notification to the UHARB.
  - b. Termination-for-cause (e.g., failure to perform in accordance with the RA Agreement, exceeding authority, or abusing his/her position) can occur at any time by the UHARB. Termination will require the RA to move out of UH no later than 30 days after termination, except at locations where there is no community housing.
7. Training Requirements. Within 30 days of being designated as RA, the following training will be completed. The RA Check-in Form shall be used to document the training and shall be retained in the RA's file.
- a. The UH Director will provide initial training on UH Operation Policies and Procedures.
  - b. The UH Building Manager of the RA's designated building(s) will provide basic facility training to include interior/exterior inspection processes and requirements.
  - c. RAs will attend Sexual Assault Prevention and Response (SAPR) training with the installation Sexual Assault Response Coordinator (SARC). RAs are responsible for contacting the SARC to schedule training.
  - d. RAs will attend safeTalk Suicide Prevention Training with the installation Chaplain.
8. General RA Responsibilities. RAs are directed to take an active role in monitoring and reporting the behavior of service members assigned under their cognizance. RAs will report

directly to the senior RA or respective UH Director, Security, and installation Command Duty Officers (CDOs), as required, regarding all aspects of life in UH including facility security, criminal activity, and routine maintenance issues. RAs will:

- a. Understand, support, abide by, and enforce local policies while providing customer service and respect for residents.
- b. Operate as a direct communication link between residents and UH management; offer assistance to residents and staff as needed.
- c. Maintain good order, discipline, and military decorum; report unprofessional behavior as necessary to UH management.
- d. Provide a senior leadership presence at the facility; be available on site during evenings, weekends, and holidays on a rotating basis.
- e. Conduct meetings with residents to discuss concerns or issues that pertain to indoctrination into military life, life skills, UH quality of life, safety, health, and sanitation. Provide written summations of the meetings to the UHARB via the UH Director.
- f. Attend training as identified by UH Management.
- g. Attend RA and UHARB meetings quarterly.
- h. Coordinate room inspections with the Building Manager(s) to ensure 100 percent inspection of assigned rooms is completed monthly, at a minimum. Inspection reports are maintained by UH Management.
- i. Conduct an evening walkthrough of UH buildings and parking lot areas to maintain safety, security and general cleanliness for the UH area. Any deficiencies will be reported to UH management for action. Any safety and security issues will be reported to Security immediately.
- j. Ensure SAPR posters and Department of Defense (DoD) Safe Helpline information are prominently posted in UH buildings. Notify the UH Management to contact the installation SARC for new or additional SAPR materials.
- k. Ensure information regarding Suicide Prevention, Energy Conservation, and Disaster Preparedness, etc., are prominently displayed in UH. Notify UH Management to contact installation representatives for new or additional materials.

9. Senior RA Responsibilities. In addition to RA duties identified above, the senior RA(s) have the following additional duties:



**22 MAR 2019**

a. The senior RA(s) will manage an RA schedule to ensure an RA is available on site during evenings, weekends, and holidays. The schedule will be posted on the building bulletin board and a copy will be provided to the installation CDO.

b. The senior RA will conduct periodic RA meetings to discuss problems or concerns and other important UH issues. Meeting minutes will be routed for the Chain of Command review. The UH Director will determine frequency of meetings, not less than quarterly, based upon local occupancy, command environment, and general need.

**UNACCOMPANIED HOUSING ADVISORY REVIEW BOARD**

1. Purpose. To provide residents a direct line of communication with UH management. The board deals with many areas of interest to UH residents, to include addressing resident concerns with their living arrangements, fostering self-help programs, promoting resident sense of belonging to and ownership of the UH facility, providing input for development of plans for UH improvements, insuring the safety and well-being of the residents, and promoting resident feedback.

a. UHARB will consist of all RAs, UH Director, RA Coordinator and members of the UH staff. COs, XOs, CMCs and command representatives are encouraged to attend UHAB meetings.

b. UHARB meetings will be held quarterly, at a time and place established by the UH Director, via the RA coordinator. The time and place of the meeting will be announced in the NAVSUPPACT Naples Plan of the Week and other forms of local media, as available, at least one week prior to the meeting.

c. Minutes will be forwarded to the NAVSUPPACT Naples CO via the NAVSUPPACT CMC and Housing Director, no later than five working days after the UHAB meeting. Copies of the minutes will be made available for review by the residents at each UH facility.

**22 MAR 2019**

**RESIDENT ADVISOR AGREEMENT  
NAVAL SUPPORT ACTIVITY, NAPLES, ITALY**

From:

To: Commanding Officer, U.S. Naval Support Activity, Naples, Italy

Via: Unaccompanied Housing Assignment Review Board

Subj: RESIDENT ADVISOR AGREEMENT

Ref: (a) NAVSUPPACT NAPLES INST 11103.1E

(b) CNICINST 11103.14

(c) CNICINST 11103.13A

1. In accordance with reference (a), this signed agreement serves as my application for the Resident Advisor (RA) Program at NAVSUPPACT Naples. This request is accompanied by a special request chit approved by my command and a copy of my current orders.

2. I understand the following training is required within 30 days of my selection as an RA. It is my responsibility to schedule the training and provide the RA Check-in Form as documentation of completion to the Unaccompanied Housing (UH) Director for the following:

- a. UH Operation policies and procedures with the UH Director
- b. UH Facility training with the Building Manager
- c. Sexual Assault Prevention and Response (SAPR) Training with the Sexual Assault Prevention Coordinator (SARC)
- d. Suicide Prevention Training with the Chaplain

3. As an RA, I will be required to:

- a. Understand, support, abide by, and enforce local policies, while providing customer service and respect for residents.
- b. Operate as a direct communication link between residents and the UH Director; offer assistance to residents and staff as needed.
- c. Maintain good order, discipline, and military decorum; correct minor infractions as they occur; report unprofessional behavior as necessary to UH Management.
- d. Provide a senior leadership presence at the facility; be available on site during evenings, weekends, and holidays on a rotating basis.

**22 MAR 2019**

e. Conduct meetings, quarterly at a minimum, with residents to discuss concerns/issues that pertain to indoctrination into military life, professional development, life skills, UH quality of life, safety, health, and sanitation. Provide written summations of the meetings to the UH Director/UHARB.

f. Attend training as identified by UH Management.

g. Attend RA and UHARB meetings as requested.

h. Coordinate room inspections with the Building Manager(s) to ensure 100% inspection of assigned rooms is completed quarterly, at a minimum. Copies of the inspection are maintained by UH Management.

i. Conduct an evening walk-through of UH buildings and parking lot areas to maintain safety, security and general cleanliness for the UH area. Any deficiencies will be reported to UH management for action. Any safety and security issues will be reported to Security immediately.

j. Ensure SAPR posters and Department of Defense (DoD) Safe Helpline information are prominently posted in UH buildings. Notify the UH to contact the installation SARC for new or additional SAPR materials.

k. Ensure information regarding Suicide Prevention, Energy Conservation, and Disaster Preparedness, etc., are prominently displayed in UH. Notify the UH Director to contact appropriate installation representatives for new or additional materials.

l. Provide 30 day notice to the UHARB to terminate the RA Agreement prior to permanent change of station or for personal reasons.

4. If selected as the Senior RA, I will:

a. Manage an RA schedule to ensure there is always an RA available on site during nights, weekends, and holidays.

b. Conduct quarterly RA meetings to discuss problems or concerns and other important UH issues. I will submit reports from the meetings to the UHARB via the UH Director.

5. Failure to perform in accordance with this agreement will result in my termination from the RA Program by the UHARB. Termination will result in the loss of assigned unaccompanied housing, as applicable.

**22 MAR 2019**

I, \_\_\_\_\_, have read the above requirements and accept the responsibilities of Resident Advisor upon designation by NAVSUPPACT Naples Commanding Officer. I understand that failure to comply with any requirements will result in being removed as Resident Advisor and loss of assigned housing, as applicable.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Work Phone

\_\_\_\_\_  
Cell Phone Number

**UHARB Recommendation:**

1. In accordance with reference (a) and by the authority in reference (b) as members of the UHARB, we recommend \_\_\_\_\_ as an RA for *Building(s)* \_\_\_\_\_.

*If applicable:*

2. In addition, we recommend \_\_\_\_\_ serve as the Senior RA for TRIANGLE COMPLEX / BLDG. 2087.

\_\_\_\_\_  
UH Site Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
UHARB Command Representative

\_\_\_\_\_  
Date



**22 MAR 2019**

## **INSPECTION PROCEDURES**

1. Responsibility. The Unaccompanied Housing (UH) resident's chain of command is responsible for ensuring that adequate housing living conditions are maintained and meet the U.S. Navy's living standards. Personnel who disregard accepted hygiene practices or display lack of concern for maintaining government property must be identified and corrective/disciplinary action taken as is deemed appropriate.

2. Action

a. Commanding Officers (COs) or Officers-in-Charge (OIC) shall:

(1) Ensure UH spaces assigned to your units are inspected, once in a two week period. Residents receiving a grade of "OUTSTANDING" for their bedroom and all applicable shared common space will be exempt from room inspection for the following two week inspection cycle.

(2) Assign an Officer or Chief Petty Officer as Inspection Coordinator to coordinate inspections with UH Management. Keynotes of UH inspections shall be sanitary conditions of the resident's rooms, surroundings, safety, maintenance, and security. Questionable conditions and practices shall be brought to the attention of the UH Management.

(3) Inform residents in your units of the provisions of this instruction. Ensure UH residents are informed of discrepancies noted during inspections and have time to correct them before the next inspection. Apply corrective actions appropriate.

b. Inspection Coordinators shall assign E-6 and above to perform inspections. Assign recorders/escorts.

c. Inspectors shall:

(1) Conduct Room inspections.

(a) The authority to conduct room inspections may be delegated to command members E-6 and above. The responsibility to complete the inspections is retained by the Inspection Coordinator.

(b) Room inspection materials may be attained at the UH Front Desk, workdays from 0830-1630.

(c) Inspections and re-inspections should be completed prior to the end of the 2-week inspection cycle.

22 MAR 2019

(d) Inspectors must be accompanied by another command member if the resident is not standing by for inspection. Inspectors will be in Uniform of the Day (NWU, NSU, Khaki's).

(e) Room inspections may be conducted Monday thru Friday from 0830-1630. Re-inspection may be conducted Monday thru Saturday from 0830-1630. Inspection keys are available for check out from the UH Front Desk. No inspection/re-inspection will be conducted on Sunday.

(2) Inspectors shall indicate specific discrepancies and give each room an overall grade based on the following grading criteria:

(a) **Outstanding:** Virtually no discrepancies, good attention to detail, pride of ownership and concern for maintaining high standards of cleanliness, neatness, and material condition are evident.

(b) **Satisfactory:** Few discrepancies, but less concern for detail, cleanliness, and neatness than the outstanding standard noted above.

(c) **Unsatisfactory:** No effort expended in cleaning and maintaining of room. Obvious disregard for regulations, repeated uncorrected discrepancies, or mistreatment of government property.

(3) Inspectors will also, provide a copy of the inspection sheet to UH Management, the inspected resident, and the Inspection Coordinator.

(4) Rooms designated as Unsatisfactory must be corrected. Commands may conduct re-inspections as early as the day after the initial inspection. All unsatisfactory rooms will be re-inspected by their chain of command until they pass.

d. UH Leading Chief Petty Officer (LCPO) shall provide the results of UH room inspections to the U.S. Naval Support Activity (NAVSUPPACT), Naples Command Master Chief (CMC). The NAVSUPPACT Naples CMC will notify the appropriate CMCs/ LCPOs.

e. Residents shall:

(1) Have rooms ready for inspection. Although rooms are not inspected daily, they shall conform to the minimum daily living standards at all times.

(2) Ensure room inspection standards are met as shown in the occupant's handbook and correct any discrepancies noted during an inspection by the next workday.

(3) Three discrepancies on an inspection constitute an "unsatisfactory" condition/failure. Any discrepancy determined to be gross may also produce the same inspection result. Repeated discrepancies may result in disciplinary action.

**22 MAR 2019**

(4) An unsatisfactory inspection will result in:

(a) **First Offense in the last 3 months:** Room will be re-inspected by the resident's LPO and original inspector.

(b) **Second Consecutive Offense or Second Offense in the last three months:** Resident will present bedroom/common area to their LCPO and Division Officer in the appropriate Dress Uniform.

(c) **Third Consecutive Offense or Third Offense in the last three months:** Resident will present bedroom/common area to their CMC/SEL and DH in the appropriate Dress Uniform. This re-inspection will be the final inspection conducted prior to resident moving into the Open Bay at Bldg. 2087 for 30 days.

3. Inspection Standards. Rooms will pass inspection if it conforms to daily living standards and UH rules and regulations as noted in the UH Resident's Handbook.

4. Random Room Inspections. In addition to regularly scheduled room inspections, the UH staff and resident's Chain of Command can conduct random inspections. In addition, resident's Executive Officer or CMCs will conduct room inspections once a quarter, at a minimum.

NAVSUPPACTNAPLESINST 11103.1E

22 MAR 2019



## UNACCOMPANIED HOUSING HANDBOOK



**22 MAR 2019**

DEPARTMENT OF THE NAVY  
U.S. NAVAL SUPPORT ACTIVITY  
PSC 808 BOX 1  
FPO AE 09622-1000

Welcome to NSA Naples and one of the finest Unaccompanied Housing facilities in the Navy. You are about to begin a challenging and exciting tour here in Naples, Italy. On behalf of the Unaccompanied Housing staff, we look forward to the opportunity to meet your housing needs by providing an exceptional level of service. As you may have noticed, the existing facilities were designed to provide a quality living environment that meets your comfort and security needs.

To keep a high standard in our Unaccompanied Housing, we depend heavily on you. Your support and cooperation will help us maintain and improve the "home away from home" you deserve. Use common courtesies and follow the guidelines in this Unaccompanied Housing Occupant Handbook, as it was prepared to answer many of the questions relating to your housing issues.

The Unaccompanied Housing staff is here to serve you. Please feel free to give them any comments or suggestions that will help improve the facilities and services available to you. Enjoy yourself and take advantage of the wonderful opportunities available in "Bella Napoli".

Have a pleasant tour.

T. A. ABRAHAMSON  
Captain, U.S. Navy  
Commanding Officer



22 MAR 2019

**Table of Contents**

<b>ASSIGNMENTS</b>	
PERMANENT PARTY RESIDENTS	5
TRANSIENT RESIDENTS	5
GENERAL INFORMATION	5
BUILDING MANAGER VISITS	5
CHECK-IN	6
CHECK-OUT	6
<b>RIGHTS, REGULATIONS, AND RESPONSIBILITIES</b>	
ALCOHOL	9
ANTENNAS, SATELLITES AND TELEVISIONS	9
APPLIANCES	9
BALCONIES	9
BEDDING	9
BICYCLE PARKING	9
BULLETIN BOARDS	10
CLEANING BILLS	10
COMBUSTIBLES	10
COMMON AREAS	10
CONTROLLED SUBSTANCES	10
DARTBOARDS	10
DAY SLEEPERS/SICK IN QUARTERS (SIQ)	11
DRESSING AND UNDRESSING	11
ELECTRICAL EQUIPMENT	11
ELECTRICITY	11
EMERGENCY PREPARATION	12
ENERGY CONSERVATION	15
ENVIRONMENTAL	15
EXCHANGE OF ASSIGNED ROOMS	16
FIRE	16
FLAGS	16
FLAMMABLE STORAGE	16
FLOWER GARDENS	17
FOOD	17
FURNISHINGS	17
GAMBLING	17
GARBAGE/TRASH/RECYCLING	17
GUESTS AND VISITORS	17
INFESTATIONS	18
KEYS	18
KITCHENS	18
LAUNDRY	18

**22 MAR 2019**

LEAVE, TEMPORARY ADDITIONAL DUTY/TEMPORARY DUTY	19
LOCKOUTS	19
LOST AND FOUND	19
NOISE	19
PAINTING	19
PARKING	19
PARTIES	19
PETS	20
PHONES	20
PICTURES/ROOM DECORATIONS	20
PORTABLE HEATERS	20
RESIDENT ADVISORS	20
ROOF AND LEDGES	20
ROOM INSPECTIONS	21
ROOM OF THE MONTH	22
SECURITY	22
SMOKING	22
SUGGESTIONS	22
SURGE PROTECTORS	22
TROUBLE CALLS	22
VEHICLES	23
VENDING MACHINES	23
WEAPONS, AMMUNITION, AND EXPLOSIVES	23
WINDOWS/SCREENS	24
WINDOW DECORATIONS	24

22 MAR 2019

## ASSIGNMENTS

1. Permanent Party Residents. Whenever possible, residents will be housed with other members of their command using the unit of integrity assignment. Unaccompanied Housing (UH) management may occasionally have to relocate residents to achieve unit integrity. Residents are to conduct a thorough room inspection as part of the check-in procedure within the first three days of arrival. See Check-in on page 6 for more details.

2. Transient Personnel. Transient personnel are not housed in Unaccompanied Housing. Navy Gateway Inn and Suites (NGIS) is the preferred option for transient personnel.

3. General Information. Rooms are classified by approved criteria. Once an assignment has been made, it cannot be changed without permission of the UH Director or UH LCPO. Residents may not use rooms that they are not assigned to them.

### 4. Building Manager Visits

a. The Building Manager is responsible to visit all spaces in their assigned area of responsibility. These visits are designed to serve the resident and residents command by checking on the material condition of the room. It is UH management's responsibility to ensure that residents are living in clean spaces and abiding by regulations. If the building manager finds a discrepancy, the following steps will be taken:

(1) The Building Manager will leave a note for the resident to correct the discrepancy.

(2) If the discrepancy is not corrected, the resident's supervisor will be contacted by UH management and appropriate actions will be taken.

b. Some violations are so serious that the Building Manager is required to take immediate action and report to the proper authorities. Room inspection failures may result in the execution of the process stated in enclosure (3) of this instruction. The resident's command will be responsible to ensure the correction of serious violations, and will inform UH management of their progress.

c. The NAVSUPPACT Naples Commanding Officer (CO) has the authority to remove (evict) members from UH if they habitually ignore standards and policies. Evicted service members are not entitled to receive Move-In Housing Allowance (MIHA), Overseas Housing Allowance (OHA), or any other entitlement unless specifically approved by CO, NAVSUPPACT Naples.

### 5. Check-In

a. Permanent party resident arrangements should be coordinated by the resident's assigned sponsor. Sponsors should make a room reservation with UH at least 30 days before resident's

**22 MAR 2019**

arrival. Upon arrival, residents will be provided a copy of UH rules and regulations. New residents shall meet with their Resident Advisors first and then coordinate with UH management to schedule a check-in interview appointment within 14 days of the resident's arrival. Members without sponsors, such as those moving from the economy, must also coordinate this interview appointment. Residents must bring their Resident Orientation Memorandum with signatures obtained from their Resident Advisor and/or Senior Resident Advisor.

b. The following list explains what will be covered during the check-in appointment. Within 14 days of checking in to UH, residents shall:

(1) Be met by UH LPO or LCPO and given general information about the facilities.

(2) Tested on their knowledge of UH rules and regulations. Once UH LPO or LCPO determines that the resident fully understands they will sign the Resident Orientation Memorandum.

(3) ANY discrepancies of the material condition of their assigned rooms should be noted in the check-in paperwork. Residents may be held accountable for damages or discrepancies that are deemed beyond normal wear and tear during check-out. It is imperative that all discrepancies are noted during this check-in inspection to avoid charges during the check-out inspection.

(4) Be provided a copy of check-in paperwork for the residents' personal records.

## 6. Check-Out

a. At least two weeks prior to check-out, coordinate a pre-checkout appointment with the Building Manager. During this appointment, a room condition inspection and furnishing inventory will be conducted. It is recommended to have a copy of the check-in discrepancy sheet from the resident's personal records for this inspection. The Building Manager will inform the resident what conditions need to be met on the day of the final check-out. On the resident's last day in UH, the resident and a member of their chain of command (E6 and above) shall conduct a final inspection with the building manager. Residents shall arrange quarters outside of UH facilities for their final night attached to Naples area. Residents are authorized one night of TLA when detaching, and should reserve other quarters as soon as possible after they receive their orders to detach.

b. Prior to vacating UH, the room, furniture, and wardrobe lockers must be cleaned. The following standards serve as guidelines as to what will be expected:

(1) Dust shelves, ceiling fan, floor lamp, windowsills, blinds, and all other horizontal surfaces.

(2) Clean and empty assigned dressers, lockers and drawers.

- (3) Clean and defrost the refrigerator.
  - (4) Ensure the kitchen area, to include all the kitchen appliances, are clean and free of food debris.
  - (5) Clean all furniture and ensure that it is in the same condition, less normal wear and tear, as check in.
  - (6) Clean the assigned bathroom, toilet, shower, sinks, and tub; which must be free of mineral deposits and rust.
  - (7) Clean the floor, vacuum the rug (if applicable), and remove any scuff marks.
  - (8) Account for all assigned furnishings.
  - (9) Room must not have outstanding maintenance discrepancies unless a proof of work order/trouble call number is shown.
  - (10) Clean and empty assigned storage area (if applicable).
- c. All permanent party residents must check-out with the Building Manager. The time of check-out should be arranged during the pre-checkout inspection. At the time of check-out, the resident must meet the aforementioned standards of cleanliness and orderliness. Failure to conform to standards may result in the member being charged the cost to repair or replace government property determined to be caused by abuse or negligence of the registered resident.
- d. Residents will reimburse the government for any lost or damaged property.
- e. Arrange pack-out with the Personal Property Office and make sure building manager knows respective pack-out dates. To be able to release the room in an acceptable condition and have sufficient time to bring the room into standards, temporary quarters must be obtained by the resident prior to final inspection. Related billing expense shall be reimbursable under TLA authority. UH residents are authorized one day of departure TLA.
- f. To facilitate securing the travel orders and flight tickets, PSD staff will require the UH stamp. This stamp may be awarded when the resident signs a letter of intent to vacate Unaccompanied Housing. This stamp only certifies the member's intention to vacate and does not guarantee that the resident has meet all requirements to check-out of UH. If the resident fails to meet all of the aforementioned requirements, they will be charged for any further costs associated with the remaining requirements, such as missing furniture or damages to the room or furnishings, via form DD139 with the resident's chain of commands' approval.



## RIGHTS, REGULATIONS, AND RESPONSIBILITIES

1. Alcohol. All UH residents of legal drinking age may have alcoholic beverages in their rooms. Alcohol shall not be consumed in passageways or any other common area. Groups consisting of five or more personnel consuming alcohol are considered parties and are not allowed anywhere in UH units. Only picnic areas are designated for group parties and events. The senior sailor in attendance will assume all responsibilities of any incidents or misconduct of that event or party. Drunken misconduct is subject to disciplinary action under the UCMJ.
2. Antennas, Satellites, and Televisions. Outside antennas are not allowed; however, indoor antennas are accepted. Satellites may not be mounted anywhere in UH. TV service is available via Navy Exchange (NEX) Residential Services Office. Residents who wish to receive these services should visit the NEX Residential Service office located on Support Site.
3. Appliances
  - a. All appliances provided in each of the rooms to include refrigerator, cooktop or stove, and microwave shall be maintained in good working order throughout your stay. Use of personal appliances in-lieu of those provided is strictly prohibited. Please notify your RA or contact a member of the UH staff if not working properly.
  - b. Residents may use the provided, approved, and installed cooktop, stove and microwave for cooking. A coffee maker, blender, and rice cooker may also be used; however their use is restricted to the kitchen area. Any other cooking appliances are not authorized and may be confiscated and turned in for disposal or donated to the Support Site thrift store.
4. Balconies. Balconies are to be kept clean and organized.
5. Bedding. All permanent party personnel receive linen and bedding during check-in. These are to be kept by the resident indefinitely. Residents are responsible for washing their linens for the duration of their stay. Residents who wish to purchase their own linens may do so.
6. Bicycle Parking. Residents are encouraged to use bike racks provided for locking/storing bicycles. They are not permitted to be stored in stairwells, passageways, walkways, or any areas where they block fire exits. Bicycles must be registered with a NAVSUPPACT Naples Security Pass and ID. Any bicycle with parts removed or left unattended for longer than 30 days may be removed by Security.
7. Bulletin Boards. UH residents and management may use the bulletin boards to publicize information of wide interest. Please read all official correspondence on these boards. Resident postings must be dated. Generally they will not be posted for longer than a week, unless they are of continuing interest.

**22 MAR 2019**

8. Cleaning Bills. UH Management will populate the cleaning watchbill and ensure that it is posted in the lobby bulletin board. RAs will enforce the watchbill and ensure that the residents comply. Those assigned to clean will do so from 1700-1730, Monday thru Friday. Residents are expected to know the current cleaning bill and inform their chain of command of any changes. Residents are expected to attend all building cleanups and fulfill their cleaning bill duties. Failure to do so may result in disciplinary action, punishable under the UCMJ.

9. Combustibles. Hazardous materials, such as paint, butane or propane for lighters, may be kept in small quantities (one pint or less) in the container in which they were purchased. Charcoal lighter fluid, gasoline, liquid propane, compressed gases, and other flammable or toxic combustibles are not approved by the Public Works Officer and Fire Chief. Open flames, such as candles, camp stoves, and incense are not allowed in UH.

10. Common Areas. A common area in UH is an area that is used by all residents in that unit (i.e. kitchen, recreation room, and gazebo) and are for the exclusive use of UH residents and UH staff. Procedures for reservations and regulations of their uses are available with the UH staff at the UH front desk. The vestibules leading to storage areas and common areas are to be kept clear and are not to be used as gathering areas. Please place a trouble call if you notice problems in the common areas around your unit. This will ensure that the stairways, walkways, and all common areas remain in a safe and usable condition.

11. Controlled Substances. The possession of controlled substances, other than those prescribed by a competent medical authority, is prohibited.

12. Dartboards. Dartboards are prohibited in all UH living spaces.

13. Day Sleepers/Sick in Quarters (SIQ)

a. Residents who work at night will not be disturbed from 0700 to 1400 unless suspected of violating regulations or for emergency maintenance calls. Day sleeper chits will be verified by departmental LCPOs by approving a memorandum or request chit and stamped by UH. A copy of the day sleeper chit must be provided to UH staff. An approved door sign must be posted in the day sleepers' door to avoid being disturbed. Door signs must be removed when they are expired.

b. Personnel who are SIQ should post their chit on their door to avoid being disturbed.

c. After 1400, access will be given to personnel who need to do necessary room inspections or maintenance. When placing a trouble call, day sleepers should notify the Maintenance or Building Manager of their day sleeper status for maintenance personnel planning purposes. Failure to notify the Maintenance or Building manager may result in an unwanted disturbance.

14. Dressing and Undressing. Please do not dress or undress in front of open windows. While in UH lounges, passageways, common areas, or recreation areas residents are allowed the

**22 MAR 2019**

maximum use of comfortable attire. It is not the intention of UH management to determine what you can or cannot wear; instead, we rely on your good judgment and consideration for staff and other residents. Shoes or sandals are required at all times when you are outside of your unit. Always wear a shirt when entering the front desk area. Installation instruction for civilian clothes applies when transiting outside of units.

15. Electrical Equipment. Electrical appliances and other electronics may be used in the units provided electrical safety guidelines are maintained. Please check the voltage on all equipment before plugging it in. Irons and hair dryers must be unplugged after each use. Do not plug more than two electrical units into one outlet. Extension cords are not authorized, but UL rated surge protectors are highly recommended and come with a variety of cord lengths. Daisy chains (plugging a surge protector into another) are not authorized.

16. Electricity. All units are supplied with six kilowatts of electricity. Much of the electricity in the rooms has been converted from standard European 220 volts/50 cycle to U.S. 110 volts/50 cycle. The attached light fixtures in the rooms are 220 volts. Transformers are not authorized in UH.

17. Emergency Preparation

a. Making preparations and incorporating preventative measures into your daily life will ensure that you and your family can successfully cope in the event of an emergency. NAVSUPPACT Naples has instituted an emergency system. **For any type of emergency situation, Call Emergency Dispatch Center COMM: 081-568-4911 DSN: 626-4911. (Note: Ensure you have these numbers loaded into your cell phone).**

b. All residents are recommended to assemble a disaster kit or kits that include a **minimum of three day supply** of the following items:

- (1) Water. Minimum one gallon (4L) per person per day
- (2) Food and a means to cook it (grilling is one possibility)
- (3) Heat. Warm clothing, blankets, sleeping bags, etc. Check your camping equipment as one source.
- (4) Money. ATM's may be down, but stores may be open so make sure you have cash on hand.
- (5) Radio. Battery, solar or hand crank powered for news, updates and emergency directions.
- (6) Other items:

- (a) First aid kit (include prescription drugs and medications).
- (b) Emergency tools (whistle, flashlights, extra batteries and a wrench or pliers to shut-off your utilities).
- (c) One change of clothing, footwear, and a blanket or sleeping bag per person, dust masks (N-95 rated for ash fall).
- (d) Toilet paper, baby wipes, garbage bags and feminine hygiene products.
- (e) Important documents placed in a water-proof container (i.e. one gallon zip lock bag).

**For more information check NAVSUPPACT Naples EM website:**

<https://www.cnic.navy.mil/Naples/Programs/Departments/EmergencyManagement/index.htm>

c. In the Naples area, it is not unusual to experience interruption of basic utilities, and there is always the possibility of natural disasters like earthquakes or fires. Make provisions to ensure that you take your important papers such as passports, visas, and sojourners permits, should evacuation become necessary.

d. Evacuation is critical in certain emergency situations. All members should periodically rehearse this plan so that it will be a routine response. Refer to the emergency evacuation plan for your designated meeting point.

(1) Earthquakes and Tremors - To protect your self during an earthquake, remember to stay calm. Seek shelter in an interior archway, a doorway close to support beams or under a table away from windows. Once the tremor stops, turn off all gas appliances and extinguish any open flames. Gather keys, identification, a coat, and your disaster kit. Use your evacuation plan to get out of your room.

**Tune into AFN radio channel 107 FM for emergency information and updates.**

(2) Fires - Remember that smoke causes more deaths than flames in fire. If your escape path is blocked or filled with smoke, go to the balcony, shut the door, and wait for help to arrive. If possible, attempt to put out the fire by using an extinguisher. If the fire is not controllable, exit your home according to your evacuation plan. You must notify Emergency Dispatch Center COMM: 081-568-4911 or DSN: 626-4911, the Fire Department and the UH front desk of any fire occurring in or around your room. Do not leave any food on the cooktop or stove without supervision.

(a) Before retiring each night, check that all stove burners, oven, and electrical appliances are turned off.

**22 MAR 2019**

(b) Periodically test all smoke detectors and replace batteries when needed. To replace batteries residents will need to place a trouble call with UH staff. Review your fire evacuation plan, and practice with your roommates; and check that electrical cords are not crimped, frayed, worn or damaged. **DO NOT REMOVE OR TAMPER WITH SMOKE DETECTORS, IT IS PROHIBITED BY LAW.**

(3) Gas Leaks - Immediately report any suspected gas leaks to Emergency Dispatch Center COMM: 081-568-4911 or DSN: 626-4911 and the UH front desk. If you smell gas, do not use any electrical items, including overhead lights and lamps, and extinguish flames. Open all windows and doors until assistance arrives to shut off the gas valve. You should evacuate the premise as soon as you smell gas. Then call EM Dispatch Center from a location other than the apartment or house with the suspected gas leak. Notify neighbors that there is a possible gas leak and ask that they vacate the premise. Never leave the gas on in an unlit stove. **If you have any problems lighting your stove, contact the UH Front Desk Reception.**

(4) Additional Safety Precautions. Do not:

- (a) Overload electrical circuits.
- (b) Use improperly sized plugs.
- (c) Run electrical cords under rugs, carpets or mats.
- (d) Permit grease buildup on or near the stove.
- (e) Tape circuit breaker switches in the on position.
- (f) Accumulate oily rags, rubbish or other flammable material.
- (g) Use gas or liquid fueled space heaters.
- (h) Cook with charcoal or gas grills inside rooms or near combustible material.
- (i) Use gasoline, solvents or other flammable liquids for cleaning purposes.
- (j) Burn trash.

#### 18. Energy Conservation

a. Electricity - Turn off lights in unoccupied areas. As a rule of thumb, use 40 watts on wall outlets and 60 watts on ceiling outlets. Keep refrigerator doors shut as much as possible. Be familiar with the wattage amounts your appliances use. Overloading your electrical system will trip circuit breakers and could damage electrical wiring. Independent transformers are not authorized. Immediately report all water leaks to the Maintenance Manager.

b. Gas - Report any suspected gas leaks immediately to the Emergency Number of 911 on base or COMM: 081-811-4911. You may also contact the UH front desk for assistance at COMM: 081-811-4123. Ventilate suspected areas until assistance arrives and shut off the gas valve.

c. Heating and Air Conditioning – Please use your heating and air conditioning moderately. Windows and doors **shall not be left open** when the heating or cooling systems are operating. When you are out of the room turn off the heating or air conditioning especially for day and weekend trips or extended travel periods.

d. Water - The Gricignano Support Site has potable water. Conserve water whenever possible, especially during the summer months. During the summer, water may be subject to rationing. Tightly shut off all water valves and sinks after each use. Avoid flushing sanitary items, or Q-tips down the toilet because they clog drains. Wait until you have a full dishwasher or washing machine before running them to save water and energy.

#### 19. Environmental

a. The NAVSUPPACT Naples Environmental Policy supports the Navy's stewardship of the environment as well as the implementation and sustainment of the NAVSUPPACT Naples Environmental Management System based on ISO 14001.

b. The facility's four goals being: Reducing the use of hazardous materials, reducing the number of hazardous materials spills, reducing electricity and water use, and reducing the generation of solid waste by increasing recycling.

c. For further information, see the sections on Energy Conservation, POL and Refuse Collection and recycling of this manual, as well as the Public Work's Environmental website at <https://www.cnic.navy.mil/naples/departments/environmentalsupport/index.htm>.

20. Exchange of Assigned Rooms. Exchange of rooms between residents, unless authorized or directed by UH Management is prohibited. Residents requesting to move rooms may route a request through their Chain of Command (COC), upon the resident's COC's approval, the request shall be routed through UH management for approval. Only after this process is complete will any room exchanges or re-assignment be granted. Vacated rooms must be thoroughly inspected by the Building Manager and meet the current change of occupancy standard.

#### 21. Fire

a. In case of fire:

(1) Sound the alarm at the closest firebox.



22 MAR 2019

(2) Secure windows and doors and turn off electrical appliances. **DO NOT ENDANGER YOURSELF!**

(3) Report to the muster point located outside of your building at the big soccer field if you are housed in the triangle units. If residents are housed in building 2087 the muster point is located in the parking lot. Muster will be conducted by the first RA who responds to the scene, or by the most senior person present. This person will keep a list of names for submission to the UH director or to his/her designated representative.

b. Fire Department holds quarterly, unannounced fire drills. The drills will be repeated until response meets a satisfactory level. Buildings must be vacated within three minutes to pass a drill. Not responding to a fire alarm may result in disciplinary action. Report all potential fire hazards to UH staff. Personnel found falsely activating a fire alarm are subject to punishment under the UCMJ.

22. Flags. Hanging national, host-country, or any other flags outside of or seen from outside the room window is prohibited. Flags will not be nailed to walls, used as bedspreads, or window curtains.

23. Flammable Storage. No gasoline or flammable products shall be stored in UH.

24. Flower Gardens. Residents may hang potted flower gardens on balconies. If residents hang flower pots, they must ensure the flowerpots are secured so they do not fall during high winds or rain. Residents may not make changes to the existing landscape by removing installed bushes or plants.

25. Food. Food that requires refrigeration should be kept in sealed containers in the provided refrigerators. All other food should be kept in a container that does not allow odor to escape. Nonperishable food items should always be kept in organized cabinet or drawers. Unattended food will result in an unsatisfactory room inspection.

26. Furnishings. Moving or removing government furnishings or assets from assigned rooms or lounges is strictly prohibited. Furnishings may not be moved from their designated positions. See UH staff members for current room configuration.

27. Gambling. Gambling is prohibited in all UH facilities.

28. Garbage/Trash/Recycling. Garbage/trash/recycling pick-up stations are located outside of the buildings. Accumulations of trash or overflowing trash cans are not authorized. Trash is to be disposed of in the proper station dumpsters outside the UH facility. Trash found in front of the door is the responsibility of the registered resident for its disposal. Do not leave trash in any public area, including passageways and stairwells. Unattended items may be suspected to be suspicious packages, resulting in emergency services notification. The Gricignano Support Site currently follows a trash schedule that promotes recycling and mirrors the town of Gricignano's



22 MAR 2019

refuse collection schedule. Wet waste is to be disposed of in biodegradable bags and placed in the containers labeled "Wet Waste". Plastic and metal are to be placed in the containers labeled "Plastic Packaging & Cans". Paper and Cardboard are to be placed in the containers labeled "Paper & Cardboard". Glass is to be disposed of in the containers labeled "Glass". Used cooking oil is to be poured into the collection receptacles labeled "Cooking Oil". Non-recyclables are to be placed in the dumpsters labeled "Non-recyclable Waste".

29. Guests and Visitors

**NO PERSON UNDER 18 YEARS OF AGE IS AUTHORIZED IN THE UH.**

a. Guests - People invited into UH by a resident. You are encouraged to have guests, as long as they do not interfere with good order or inconvenience other residents. A resident is authorized to have five guests. However, there may be no more than five guests per unit. Occupants must accompany guests at all times; the host is responsible for their behavior. Guests are allowed in the accompanying resident's room between 1200 and 2200 Sunday-Thursday and 1200-0000 Friday-Saturday, **but they are not authorized to stay overnight.**

b. Visitors - Personnel in UH on official duty, such as command representatives, security, maintenance, cleaning, and inspection workers.

30. Infestations. Report any problems with rodents or insects to the Building Manager or reception desk. The Building Manager will investigate the report and place a service call if needed.

31. Keys

a. For Building 2087 resident. If a resident loses or misplaces their ID card (room key), they are to report to Security Dispatch immediately. After filing a statement with Security, a copy of the statement should be presented to the front desk where residents will be issued a temporary room key. This key will only be valid for a reasonable amount of time so the resident can have a replacement ID card issued. Upon receipt of a new ID, residents shall report to the front desk to have the ID programmed for the room and to return the temporary key.

b. For Triangle Complex resident. If a resident loses their apartment key, they shall fill out a memorandum with the UH Staff acknowledging as such. Apartment keys found outside of the units will be confiscated, personnel claiming the key back will be processed as a lost key. Losing their apartment key multiple times will be processed as a negligence to government property and is punishable under the UCMJ. **DO NOT LEAVE YOUR APARTMENT KEY UNDER YOUR DOOR MAT OR OVER THE DOOR FRAME LEDGE.**

**22 MAR 2019**

32. Kitchens. Common area kitchens are available for residents housed in building 2087 for check-out from UH Duty Managers from 1600-2200. These kitchens are for the sole use of UH residents. Residents who check-out the kitchens will be expected to maintain its cleanliness and remove all trash when finished.
33. Laundry. Washers and dryers are available for residents on each floor that are housed in building 2087. Residents should remove clothes as soon as they are done so that other residents may use the machines. UH staff is not responsible for property left unattended or damaged by a machine. Unattended property left in the laundry room from more than 24 hours may be confiscated by UH staff and disposed of in the trash. Notify your RA or contact a member of UH staff if any machines are not working properly.
34. Leave/Temporary Additional Duty (TAD)/Temporary Duty (TDY). Personnel on Leave or TAD/TDY should post a copy of their leave chit on the door of their room. Personnel on leave is still subject to room inspection and as such should leave their room inspection ready. Personnel on TAD/TDY in excess of 90 days must vacate and properly check out of UH.
35. Lockouts. Residents who are locked out of their room/unit should contact the UH Duty Manager at the front office for temporary access to their room/unit.
36. Lost and Found. All items determined to be lost and found will be turned over to NAVSUPPACT Naples Security Department.
37. Noise. **Quiet Hours are from 2200-0600**. In the event of a loud noise complaint, residents should first try to resolve the issue by speaking with the offending party. If resolution is not reached, residents should contact their RA for assistance. RAs may submit a loud noise complaint chit to the UH Duty Manager for possible disciplinary actions against the offending party. Please be considerate of other residents by keeping noise to a level that will not disturb them. If noise or music can be heard outside of the room, it is too loud. Repeated noise complaints may result in equipment being confiscated by UH management or higher authority.
38. Painting. As a reminder, the housing units in Naples are leased and not owned by the government. Residents are asked not to paint units. Installation of wallpaper or borders is not permitted. If the contractor has to repaint the walls, the cost of restoring the wall to its original condition is assessed to the resident. If you would like to request touch-up painting, please inform the UH front desk reception or UH maintenance personnel.
39. Parking. Parking is available for resident's personal vehicles.
40. Parties. Gatherings and parties should be held in the designated lounges and barbeque areas. Groups consisting of five or more personnel consuming alcohol are considered parties and are not allowed anywhere in UH units. The senior person present is responsible for securing the area after the party. Alcohol is not allowed in any UH common area in building 2087.

**22 MAR 2019**

41. Pets. The only pets authorized to be kept in UH are gold fish kept in a small fish bowl (no large aquariums). Violation of this policy may result in disciplinary action.
42. Phones. Personal telephones may be installed in individual rooms at the resident's expense. Contact NEX Residential Services for more info.
43. Pictures/Room Decorations. Any pictures or decorations must be in good taste. Use proper hanging devices do not use tape that removes paint. Pictures may be hung in your unit using standard commercial-type hangers. Residents are not to drill holes in walls, wood frames, in the doors, or in wall tiles. The cost of damage to walls will be assessed to the registered occupant. Pictures depicting sexual, racist, or drug culture themes are strictly prohibited. Painting or alternating any portion of the room, bathroom, or furniture is not allowed.
44. Portable Heaters. The use of non-vented hydrocarbon fueled heating appliances inside buildings is prohibited. Hydrocarbon fuels include natural gas, gasoline, fuel oil, alcohol, liquid petroleum gas, and petroleum based kerosene. Open coil heaters are prohibited, unless the coils are screened. Do not place portable heaters near combustible or flammable type materials. Do not block exits with portable heaters.
45. Resident Advisors. RAs provide communication between residents and UH management to resolve UH related problems. They serve as a mentor to the residents they represent and are given the first opportunity to resolve UH problems. They take the lead in ensuring their assigned spaces meet cleanliness standards. The resident's chain of command will only be contacted if all other measures fail. See enclosure (2) for more information on RAs. All residents are expected to know which RAs area of responsibility they are assigned to. Residents should contact their RAs before contacting UH Staff with any problems.
46. Roof and Ledges. Access to the roof and ledges is off-limits to all residents.
47. Room Inspections. Room inspections are conducted by the resident's command, RAs, and/or UH staff. Room inspection procedures are defined in enclosure (3). Residents are responsible for the cleanliness of their assigned room, bathroom, common areas, and the passageway directly outside their room. These standards are used to determine cleanliness:
- a. The bed is neatly made with clean linen.
  - b. Floors are cleaned and swabbed.
  - c. Carpeted areas and rugs are vacuumed.
  - d. No gear adrift.
  - e. The furniture is dusted and polished.

22 MAR 2019

- f. The walls and doors are free of dirt, marks, and holes.
  - g. Vents and air ducts are clean.
  - h. Windows, window sills, screens, and blinds are cleaned.
  - i. Mirrors are polished.
  - j. Shower curtains are thoroughly cleaned.
  - k. The shower and bathtub are clean and disinfected; all hard water deposits are removed.
  - l. Trash cans are clean and empty.
  - m. All food is stored in sealed containers.
  - n. The refrigerator is clean. There is no food debris or mildew on the gasket, no spills or strong odors.
  - o. The microwave is free of spills or strong odors.
  - p. The kitchen area is free of debris and stains, organized, and all appliances are in good working condition.
  - q. Material condition of the room is in order and in working condition. No evidence of unreported maintenance problems (must affix trouble call number and date reported onto the area of noted problem).
  - r. Clothing is organized and stowed in lockers or drawers.
  - s. The passageway area directly in front of your room is clean and free of debris.
48. Room of the Month. Residents who received a grade of "Outstanding" for both room and common room during room inspections will be exempt from room inspections for the following inspection cycle.
49. Security. Residents are encouraged to secure their room when not in it. Lock wardrobes at all times and secure the windows with provided window pins to prevent break-ins. Locks are provided by the UH management during check-in.
50. Smoking. Smoking is prohibited inside all government buildings which includes UH facilities. Designated smoking areas are in place and conveniently located near each building. Violators will be subject to disciplinary measures.

a. Hookah or E-Cigarette/Vape is considered to be a tobacco product and as such prohibited inside all government facilities.

51. Suggestions. Residents are encouraged to submit suggestions for improvement to their RAs who will address the issue with UH Management. There is also a suggestion box located near the front desk of building 2087.

52. Surge Protectors. The power provided to government housing in the Naples area has the tendency to fluctuate. This can cause damage to electronic components. Residents are advised to use surge protectors to protect electronic equipment (stereos, TVs, computers, etc.) from damage caused by voltage fluctuations. It is the resident's responsibility to purchase surge protectors. UH management is not responsible for damage to appliances or equipment due to power fluctuations.

53. Trouble calls. Maintenance discrepancies noted in the room must be reported to UH Staff immediately. Routine maintenance or repairs will be performed within five working days. Urgent trouble calls will be repaired within 24 hours. Emergency cases will be handled within 1 hour. After hours trouble calls must be submitted via UH Duty Manager. UH Duty Manager is on-site 24 hours a day, 7 days a week. Outstanding problems with no evidence of a resident having made a trouble call may be issued as a discrepancy during a room inspection.

#### 54. Vehicles

a. All vehicles in the government housing areas must be maintained in a reasonable state of repair and must be registered and licensed. They may not leak oil onto the assigned driving and parking surfaces. Inoperable, unregistered, unlicensed or abandoned vehicles will be towed away. Towing costs will be charged to the owner. Vehicles shall not be parked in grassed/seeded areas. Motorcycle tents may only be placed in the resident's assigned parking spaces.

b. Repair of vehicles, with the exception of tire changes and simple preventative maintenance measures will not be conducted in housing areas. Self-repair must be accomplished in the Auto Skills Center to include changing oil and other fluids. Vehicle washing is authorized in UH areas; however, they will not be washed on the lawn. Vehicle washing should not impede parking of other vehicles or traffic flow on roadways.

c. Recreational vehicles (such as boats, RVs or jet skis) are not to be stored in housing areas. Requests to park recreational vehicles in residential areas on a long-term basis can be made to the Housing Director for their determination.

55. Vending Machines. The NEX operates the vending machines within the housing units in building 2087. If the resident encounters problems with the machines, please call the number located on each machine.

**22 MAR 2019**

56. Weapons, Ammunition, and Explosives. Any prohibited weapons found within UH spaces will be confiscated and turned over to Security. Prohibited items include, but are not limited to:

a. Firearms, pellet or BB guns, spear guns, bows and arrows, hatchets, axes, knives or swords with a blade longer than three inches, throwing stars, etc.

b. Explosives; such as firecrackers, fireworks, flash powder, and gunpowder.

Long bladed knives and other weapons required for the performance of assigned duties are allowed provided the owner prevents unauthorized use and stows them safely in a locked wardrobe or locker.

57. Windows/Screens

a. Residents are not to remove screens or use windows to gain access to their room. Removing window screens may result in disciplinary action. Windows shall be closed and locked when no one is in the room and when using heating or air conditioning.

b. Aluminum foil, cardboard or other items are not authorized to cover windows to block out light. The provided blinds and curtains are sufficient for this task.

c. Window sills shall be free of decorations, plants or any other debris detracting from the uniform appearance of the building.

58. Window Decorations. It is prohibited to hang any items on the exterior part of the building or outside the window.

**22 MAR 2019**

**Unaccompanied Housing Duty Manager Building 2087  
Standard Operating Procedure**

1. **Purpose.** To provide effective management actions in all situations involving the welfare of Unaccompanied Housing (UH) residents and the conditions of all facilities, equipment, and related materials assigned during working hours. This operating procedure establishes procedures to be followed by the Unaccompanied Housing Duty Manager.
2. **General.** The Duty UH Manager is tasked with providing the highest quality customer service to our residents onboard U.S. Naval Support Activity (NAVSUPPACT) Naples, Italy.
3. **Responsibilities.** The Duty UH Manager is responsible for overseeing and ensuring that all work/shift routines are carried out as per the guidance of UH Director/Leading Chief Petty Officer (LCPO)/Leading Petty Officer (LPO). Duty UH Manager shall:
  - a. Not consume alcoholic beverages eight hours prior to duty nor during duty hours.
  - b. Not leave their appointed place of duty, unless proper permission is obtained from the UH Director/LCPO.
  - c. Make rounds in area of responsibility (AOR) every 2 hours.
  - d. Maintain Cleanliness of AOR.
  - e. Respond expeditiously to emergency trouble calls.
4. **Actions.** Duty UH Manager shall:
  - a. Be on the scene in the event of UH emergency.
  - b. Recall UH personnel as directed by higher authority.
  - c. Make notifications and appropriate entries in the log book, noting any relevant information or significant events affecting the condition of the facilities or unusual conduct of personnel.
5. **Authorities.** Duty UH Managers have the authority on behalf of the UH management to take appropriate measures in providing short-term solutions to problems that may arise during duty hours.
6. **Uniform.** Clean Navy Working Uniform.
7. **Place of Duty Defined.** Duty post is Building 2087, Front Desk, in the main lobby, and rounds of the AOR every two hours.



22 MAR 2019

8. AOR Defined. Building 2087 and immediate vicinity, parking lot and surroundings.
9. Exceptions. Duty UH Managers may leave the place of duty/AOR for breaks and errands, not to exceed one hour and within the Support Site fence line. Duty UH Manager shall post their contact information while away from the front desk. Scheduled appointments must be cleared in advanced with the UH Director/LCPO/LPO.
10. Time of Duty. Day shift 0745-1945, Night shift 1945-0745, Daily Duty 0730-1630.
11. Relieving of Duty. Face-to-Face turnover is required. No "blind relief" is authorized unless permission is received, in advance, from the UH Director/LCPO/LPO.
12. Familiarization. Duty UH Manager shall familiarize themselves with and understand the contents of the following directives, manuals, and other guidance by UH Director/LCPO/LPO verbally or written:
  - a. NAVSUPPACT NAPLES INST 11103.1E
  - b. CNIC Housing Desk Guide
  - c. CNICINST 11103.5
  - d. Trouble Call Procedures
  - e. Unaccompanied Housing – Emergency Action Plan
  - f. Division Recall Bill
  - g. Pass down log
  - h. Enterprise Military Housing (eMH) portal

**Note: Call UH Director/LCPO/LPO as soon as possible for any cases concerning death, serious injury, or serious damage to UH property.**

I HAVE READ AND UNDERSTAND MY DUTIES AND RESPONSIBILITIES AS  
UNACCOMPANIED HOUSING DUTY MANAGER.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Unaccompanied Housing Duty Manager Triangle Area Complex  
Standard Operating Procedure**

1. Purpose. To provide effective management actions in all situations involving the welfare of Unaccompanied Housing (UH) residents and the conditions of all facilities, equipment, and related materials assigned during working hours. This operating procedure establishes procedures to be followed by the Unaccompanied Housing Duty Manager.
2. General. The Duty UH Manager is tasked with providing the highest quality customer service to our residents onboard U.S. Naval Support Activity (NAVSUPPACT) Naples, Italy.
3. Responsibilities. The Duty UH Manager is responsible for overseeing and ensuring that all work/shift routines are carried out as per the guidance of UH Director/Leading Chief Petty Officer (LCPO)/Leading Petty Officer (LPO). Duty UH Manager shall:
  - a. Not consume alcoholic beverages eight hours prior to duty nor during duty hours.
  - b. Not leave their appointed place of duty, unless proper permission is obtained from the UH Director/LCPO.
  - c. Make rounds in area of responsibility (AOR) every 2 hours.
  - d. Maintain Cleanliness of AOR.
  - e. Respond expeditiously to emergency trouble calls.
4. Actions. Duty UH Manager shall:
  - a. Be on the scene in the event of UH emergency.
  - b. Recall UH personnel as directed by higher authority.
  - c. Make notifications and appropriate entries in the log book, noting any relevant information or significant events affecting the condition of the facilities or unusual conduct of personnel.
5. Authorities. Duty UH Managers have the authority on behalf of the UH management to take appropriate measures in providing short-term solutions to problems that may arise during duty hours.
6. Uniform. Clean Navy Working Uniform.
7. Place of Duty Defined. Duty post is Building 2038 Office and rounds of the area of responsibilities (AOR) every two hours.

8. AOR Defined. Buildings 2038, 2037, 2036, 2035, 2034, 2033, 2032, 2026, 2025, 2024, 2022, immediate vicinity off all buildings, all parking lots within the Triangle Complex and surrounding areas, including the BBQ area.

9. Exceptions. Duty UH Managers may leave the place of duty/AOR for breaks and errands, not to exceed one hour and within the Support Site fence line. Duty UH Manager shall post their contact information while away from the front desk. Scheduled appointments must be cleared in advanced with the UH Director/LCPO/LPO.

10. Time of Duty. Day shift 0745-1945, Night shift 1945-0745, Daily Duty 0730-1630.

11. Relieving of Duty. Face-to-Face turnover is required. No "blind relief" is authorized unless permission is received, in advance, from the UH Director/LCPO/LPO.

12. Familiarization. Duty UH Manager shall familiarize themselves with and understand the contents of the following directives, manuals, and other guidance by UH Director/LCPO/LPO verbally or written:

- a. NAVSUPPACT NAPLES INST 11103.1E
- b. CNIC Housing Desk Guide
- c. CNICINST 11103.5
- d. Trouble Call Procedures
- e. Unaccompanied Housing – Emergency Action Plan
- f. Division Recall Bill
- g. Pass down log
- h. Enterprise Military Housing (eMH) portal

**Note: Call UH Director/LCPO/LPO as soon as possible for any cases concerning death, serious injury, or serious damage to UH property.**

I HAVE READ AND UNDERSTAND MY DUTIES AND RESPONSIBILITIES AS  
UNACCOMPANIED HOUSING DUTY MANAGER.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_