

# SIGONELLA, IT

## Newcomers' Support Guide

**Bravo Company, AFSOUTH Battalion, US Army NATO Brigade**

Last updated April 2021



## Contact Information

**Bravo Commander**    **DSN: 314-646-6081**  
**First Sergeant**    **DSN: 314-646-6082**

**CIV: 349-773-3327**  
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Bravo Company, AFSOUTH BN  
PSC 813 BOX 23  
FPO AE 09620

### **NATO ORGANIZATIONS:**

NATO ALLIANCE GROUND SURVEILLANCE (AGS)  
NATIONAL SUPPORT ELEMENT (NSE) SIGONELLA

## **Welcome**

Welcome to US Army NATO (USANATO). A smooth transition to USANATO begins with good sponsorship. It is imperative that you initiate and maintain contact with your assigned sponsor immediately. Your sponsor is the one person who can help ensure that you and your family arrive in country and begin in processing smoothly. Be sure to address your concerns and questions before your arrival, so that your sponsor and gaining unit can assist you properly. Prior to your arrival, your sponsor should have made billeting reservations, airport transportation pick-up, and in-processing appointments for you as a minimum. Make sure to inform your sponsor of any last minute flight changes or reporting delays. Below is a highlight of what you can expect at your country of assignment. The information here is not all inclusive and may change over time. It is especially important to check and verify a country's requirement for passport and visa.

### **Routine Admin Support**

All admin support such as actions, awards, evaluations, DD Forms 93, SGLV, leave and passes, SRB updates, rating scheme, MEDPROS updates, FVAP, and all other routing HR related actions are handled by the National Support Element (NSE). NSE supports their assigned personnel and BN's mission by ensuring individual Soldier and Family Readiness through administrative, HR, logistics, operations, and communications support. They receive direct guidance from company leadership. NSE personnel will coordinate with the local Admin Agent and the supporting Company and BN headquarters for all national support requirements for Army personnel. In the event there is not a local NSE NCO available, personnel will route all administrative actions directly to the Bravo Company HQs NSE.

### **In-processing**

Bravo Company HQs NSE will issue you an in or out-processing checklist. You will need to coordinate with your NSE to ensure all requirements are met for these actions. Please follow each of the steps in the checklist and work closely with your sponsor and Bravo Company NSE in submitting your required documents to start/stop your overseas entitlements, and establish your network access (in the USRAEUR domain). Your NATO installation will also have their own in/out-processing requirements with each staff section (J1, J2, J6, etc).

### **Garrison Support**

The Sigonella Naval Base is the closeted Military support for Bravo Soldiers. Often, Bravo Company personnel will visit the DEERs office, Health and Dental Clinic, Passport Office, Finance, Housing Office, MWR, PX and Commissary. The NSE staff will be sending your in or out-processing documents to each respective offices during your transition. Ensure that you include the Bravo Company NSE on all communication when in or out-processing in order to ensure proper accountability.

### **Port Call**

All Soldiers and most families arriving to Sigonella, Italy on Permanent Change of Station (PCS) move will arrive at the Ramstein Gateway Reception Center via Air Mobility Command's military chartered airlift, The Patriot Express. Flights depart from BWI Airport, AMC Terminal and arrive at Ramstein Air Base, Germany. USAREUR Command Policy requires that all personnel and accompanying family members process through the Soldier and Family Reception Center. Personnel will be available in the baggage claims to expedite this process. Your sponsor and/or unit representatives will be present to pick you up upon arrival. If not, you will be transported by the "S Bus" to the Garrison Personnel Office, where you will be met by Garrison staff.

**NEAREST TREATMENT FACILITY/HOSPITAL:** Landstuhl Regional Medical Center (LRMC) is the largest Healthcare center outside of the U.S. It provides primary care, tertiary care, hospitalization and treatment. Patient Liaison Officers are available to assist people who may need special services available only at local German facilities.

You are required to complete all PHA and dental requirements 30 days prior to arriving to the unit. Requirements include annual PHA, dental exam, immunizations, HIV, etc.

Dental care for the Soldiers must be done on the local economy through TRICARE International SOS (ISOS). Family members will receive dental care through enrollment in the TRICARE Overseas Dental Program.

TRICARE Overseas Program Prime Remote provides health care through International SOS to Active duty Service Members (ADSMs) and command sponsored Family members residing with them in designated overseas locations.

Website: <http://www.tricare.mil/PLANS/HealthPlans/TPRO.aspx>

Phone number: +44-20-8762-8384

Family members will need to be enrolled in TRICARE Overseas Program Prime Remote. It is best to contact the TRICARE Service Center at ++44-20-8762-8384 to enroll by phone.

Soldiers and Family members will be referred to local health care providers by International SOS.

International SOS maintains a list of local hospitals, clinics, and providers who speak English.

However, once you arrive at your scheduled appointment, it will not be guaranteed that you will be speaking to an English-speaking receptionist or nurse. ISOS can provide live translations during your appointment, via telephone, if coordinated prior to your visit.

The NSE Staff will provide you with the specific instructions on how to complete your PHA online and over the phone to update your annual PHA when required.

**Veterinary Services** include animal disease prevention and control, issuance of health certificates and vaccinations.

### **Housing**

All Housing needs will be handled by the local Sigonella Housing Office.

You are authorized TLA to partially cover the additional expenses incurred while you occupy temporary lodging, as well as the expense of meals and incidentals (this covers laundry, transportation and dry cleaning) outside the continental United States.

Payments are made in 10-day increments. You are required to visit the Kleber Kaserne Finance Office for TLA information briefed by the housing office. The number of days of Temporary Lodging Allowance (TLA) varies for each individual based on the availability of housing at the time of arrival.

<http://www.housing.af.mil/Units/Ramstein/>

Due to the availability of government and economy quarters, TLA is authorized only until furniture can be delivered. As you search for housing, you must file your TLA claims at the housing office every 10 days. TLA will be paid to you only if no housing is available, and TLA stops if you refuse suitable economy or government housing, or if you are not aggressively seeking housing.

Many of the local quarters may be smaller than what some Americans are accustomed, however, there is suitable housing available.

You will find housing without closets, yet the overall living quarters are comfortable and accommodating. Having a positive outlook and considering ways to adapt to a completely different culture will enable you to overcome this cultural differences. Many electrical appliances you currently own cannot be used on the European 220 voltage systems. However, most smart devices like cellphones, laptops and tablets can be plugged in to the wall via an adapter. Additionally, other 120v

appliances will require a step-down transformer, which you can purchase after you arrive. It will be possible to order transformers via amazon and have them delivered to your new APO. Please see the mail information regarding timeliness and size restrictions. Other host nation online retailers may be a good option to obtain compatible electronic devices or transformers. Unfortunately, Furniture Management Office (FMO) lending is not available due to the distance from the Ansbach HousingOffice.

### **Passports/Visa**

Family members and US Government civilians traveling overseas are required to have passports. "No-fee passports" can be obtained at Government expense. The application process may take 4 to 6 weeks, so, you should begin the passport application process as soon as you receive your travel orders.

Tourist passports are needed for personal travel in Europe. You may apply for tourist passports on arrival, but for convenience it is recommended that you apply for the tourist passport while you're still residing in the United States. You can find more information on tourist passports from your local personnel services detachment, passport office

### **Mail**

The Fleet Post Offices (FPOs) in Sigonella are full-service facilities, providing parcel service and transport of all classes of mail from priority to express. They also transport mail for free from APO to APO and or APO to FPO when "MPS" is written in the upper right corner of envelopes and packages. Contact your sponsor to establish an APO/PSC address before arriving.

### **Vehicles**

License: To legally operate your POV, you will need to apply for, and purchase an international driver's license. Many U.S. personnel in NATO accomplish this through the MVRO. Please reach out to your sponsor for assistance in making an appointment for you.

Registration: Registration is often a complicated task. Before registration begins, you will need to have your vehicle inspected at a reputable mechanic shop or inspection station. The inspectors will ask for translated copies of your previous registration and a data sheet that outlines the technical specifications for your vehicle. European inspections are rigorous. Technicians will complete a bumper-to-bumper, top to bottom, inspection that states any deficiencies. You will then have up to two weeks to correct the deficiencies, i.e. repair it, or you will need to pay for a whole new inspection at full-cost. Be prepared to pay for repairs or parts replacement if your vehicle is not new or well maintained. Once completed, you will need to have written permission from your finance company to register in your host nation (translated), a bill of sale (translated), previous registration, customs documents, local inspection and (in some cases) a drivers history from the past seven years (translated) for the insurance company. You will need assistance from a language specialist or local national to take your documents to the local DMV, pay the fees, and receive your temporary plates. After you are entered into the DMV database, permanent plates will be issued.

### **Drivers Testing**

During your in-processing, driver's training and testing will usually be scheduled for you within the first week of your arrival. An appointment for this test can be set at the MVRO office.

**FAMILY SUPPORT:** MWR, Outdoor Recreations, ACS and Youth Services have a wide range of family support services from Sports and instructional classes for dependent children to employment preparatory services and volunteer opportunities for spouses.

## **Additional information**

### **IT Support**

IT support is found at the BN HQ in Naples Italy. The company will process NIPR account requests and issue NIPR computers and hotspot devices. VPN access can also be requested from the B Company HQs NSE if needed. Most of your emails will be on NATO Secret servers; the VPN can be used to access your .mil emails.

### **Reassignments**

When a SM out-processes from B Co their main POC is the B Company NSE in Sigonella, Italy. The Company coordinates issuance of PCS orders from the BN MPD/S1 in Naples, Italy and coordinates all out-processing requirements such as transportation and housing with the Sigonella Air Base Offices.

Request for replacement of PE and MOU personnel is coordinated between the Senior National Representative (SNR) / the Senior Army Officer (SAO) with ECJ1 Strength Management Division.

### **Clearance**

The NATO Secret, SF86 renewals, and other clearances are processed by the ASSOUTH Bn S2 through the B Co NSE.

### **Hand Receipts**

The property books are controlled by the Company Commander at B Co HQ Naples, Italy.

### **UCMJ**

UCMJ Company Grade is held by the Company Commander. UCMJ Field Grade is held by the AFSOUTH Battalion Commander.

### **Required Documents to Carry With You**

- PCS orders.
- Medical, dental, and Immunization Records.
- Marriage Certificates, Divorce Decrees, and Birth Certificates
- Passports (Soldier and family members).
- Social Security Cards.
- Wills and Powers of attorney.
- Education Records.
- Car titles and shipping papers, car registrations, car insurance policies and driver's license.
- Household goods and shipping inventory.
- Employment records and references.
- Pet records.
- Proof of citizenship, if a naturalized citizen.

### **350-1 Training**

The Sigonella NSE will conduct a DTMS pull bi-monthly to update the tracker on who is overdue for 350-1 Training. Training will be held via in person face-to-face or on a computer in the NIPR café. It is the Soldiers responsibility to ensure they are not overdue for training that can be conducted online. The leadership will coordinate for all other training to ensure the Soldiers are in compliance.

Soldiers must complete AT Level 1, SERE Level A, and IA/Cyber Security before arriving to AGS. Most computers will be on the NATO Secret and you will not be able to access Army online training on these computers.

## **Challenges**

Since you will be working and residing near a Naval Base, Army uniforms, ribbons, etc can be difficult to obtain. It is recommended you get all necessary adjustments to your uniforms and additional ranks, ribbons, etc before arriving.

## **Banking**

We can generally access US banks accounts and conduct transactions online while assigned to AGS. That said you will need an Italian bank account to conduct transactions such as cashing checks, rent, utilities, etc. To open an account you will need a CF, passport, and military identification. We recommend opening a joint account with your spouse and getting a Bancomat (ATM) card for the SM and spouse. Make an appointment with the bank manager to setup your initial account as it may take at least an hour and will require many signatures.

## **Casualty Reporting**

In case of casualty or serious injury contact the Company Commander of First Sergeant immediately. They will provide instruction on how to properly report the casualty and request all necessary information needed to submit a CCIR. Recommend SAO/SNR review the Brigade and Battalion Casualty SOPs for more detailed guidance.

## **SHARP /MEO / EEO CCIR**

For policies and procedures concerning SHARP/ MEO/ EEO please see the Company, Battalion, and Brigade policy letters. Below is the contact information for the Brigade and Battalion SHARP Representative and MEO / EEO

**BDE SARC:** DSN: 314-549-6666

COMM: +49 0611-143-549-6666

24 HR SHARP HOTLINE: 53-SHARP OR 0611-143-537-4277

**BN SARC:** NCN: 272-1341

COMM: +39 081-721-4105

ON CALL Duty Phone: +39-331-685-0920

**BDE MEO:** DSN:314-542-3054

COMM: +49 172.969.0826

**BN EO Rep:** NCN: 433-5506

COMM: +39 081 721 5506



**NATO ALLIANCE GROUND SURVEILLANCE FORCE**  
**FORCE DE SURVEILLANCE TERRESTRE DE L'OTAN**  
**I-95030 SIGONELLA AIR BASE, ITALY**



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**Date:** November 17, 2020

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Greetings and welcome to the NATO Alliance Ground Surveillance Force (NAGSF) team,

You will be stationed at Naval Air Station Sigonella on the island of Sicily and part of a 500+ person team of multi-national professionals from 15 nations in support of a NATO intelligence, surveillance, and reconnaissance mission set. NATO is acquiring five remotely piloted Global Hawk aircraft and associated ground command and control stations. NAGSF will operate and maintain these systems in order to answer intelligence needs from the greater NATO community. For those new to the alliance, we work collectively as multinational organization, so it is not uncommon for US service members to have allied first-line supervisors and raters.

Do not be confused by welcome email letters from national leadership channels outside of Sicily. All US NAGSF personnel with the exception of the US Navy and USMC are administratively assigned to a national service agent external to Sicily, but our service members are physically stationed at NAS Sigonella. So please ensure travel orders deliver household goods and vehicles to NAS Sigonella. Additionally, service members and family members must fly on the US Navy Rotator from Norfolk to Sigonella, or take an authorized commercial flight to the city of Catania, Italy.

Naval Air Station Sigonella (NASSIG), also called "The Hub of the Med", is a U.S. Navy installation and an Italian Air Force base in Sicily, Italy. Although a tenant of the Italian Air Force, NAS Sigonella acts as landlord to more than 34 other U.S. commands and activities. It is located 15 km west and 11 km south of the city of Catania, and some 40 km south of Mount Etna, Europe's most active volcano. Because of its location near the center of the Mediterranean Sea, NASSIG is well-placed to support operations for U.S. military units, U.S. allies, and coalition partners around Europe, North Africa, and the Middle East. It also serves as an Italian base for the 41st Stormo Antisom.

There is an abundance of breath-taking sights and warm-hearted citizens throughout Sicily. During your tour at Sigonella, service members are encouraged to take advantage of the once in a lifetime European gateway travel opportunities that exist at your doorstep. A wealth of history can be found in Sicily alone. Many notable destinations are less than an hour away by car, making an excursion after working hours both feasible and enjoyable. You can also explore the island by bus, train, or organized tours offered by the MWR/ITT or local tourist agents. It has been said that 70 percent of the world's art is in Italy which gives an indication of the scope of what awaits your arrival. Add to that the incredible wealth of Greek and Roman history, plus the history of Europe itself, and it becomes overwhelming. Those who travel and explore enjoy Sicily the most.

## NATO UNCLASSIFIED

NAS Sigonella provides a week-long INDOC class for new arrivals that covers living on/off base, local travel tips/restrictions, cultural advice, base amenities/services, etc. Indoc also provides a day-long guided tour of the nearby city of Catania. Catania is approximately 25 minutes from Sigonella and is the largest nearby city with a metropolitan population in excess of one million people. Sponsors will work with inbound Soldiers to schedule them for indoc.

It is critical that each dependent arrives with no-fee passports and an Italian visa. They will not be able to enter Italy without both items. Service members will enter Italy on a passport and their NATO PCS/Travel orders. Please understand the dependent no-fee passports only cover official travel. If a service member intends on traveling around Europe, they will separately need to acquire tourist passports which cannot be obtained in the immediate area. The closest US consulate is 3 hours away in the city of Palermo, so it is strongly encouraged to acquire tourist passports before PCS'ing if you or your dependents intend on traveling Europe. Understand that both tourist and no-fee passport processing times can range from 3-8 weeks, and dependent visa processing times can take 2-4 weeks, so make passports and visas your first priority. A Codice Fiscale, which is the equivalent to the US Social Security Number, is a required item to go into any off-base housing lease and can only be obtained by having a US passport. If you don't think you will have passports in time, it is advised to request a 30-day or 60-day PCS deferment through your current chain of command. Codice Fiscale's will be provided by the housing office after your arrival.

Living off base is subject to approval of the Sigonella housing office, and is based on installation housing occupancy rates. However, it is not uncommon for both families and single E-5 and above service members to reside on the Italian economy. Nevertheless, all off-base leases must be approved by the housing office, so please do not enter into any type of off-base housing lease before arriving. The housing office is also your primary POC for service members seeking an off-base residence. Service members staying off base will need to utilize electrical converters which are provided free of charge by the housing office. Single service members that are E-4 and below will reside in the barracks. The on-base Marinai housing community provides both American 120-volt and European 240-volt electrical receptacles

Ensure your government travel card is released from your unit hierarchy and put into a PCS travel mode before departing your losing installation as it may be needed to cover hotel costs upon arrival. Also, please ensure you are properly released by your unit hierarchy from Defense Travel Services (DTS).

Be aware that auto parts for some American and Japanese car models can be hard to acquire locally and may have to be mailed from the US if something breaks, which can take 2-3 weeks. Also, be aware that roads here are narrow, making it difficult for full-size trucks and large SUV's to get around, so it may not be in your best interest to ship large vehicles. Vehicles take on average anywhere from 60-75 days to ship, sometimes longer. If having a vehicle upon arrival is a priority, there is a regular market of used "island-beater" cars that can be purchased from PCS'ing service members for approximately 2,000-4,000 Euro.

Household goods can take approximately 60-75 days to arrive, sometimes longer. But fear not, we have a loaner closet that signs out common kitchen items. Additionally, the housing office provides basic loaner furniture for up to 90 days in the meantime.

If bringing a pet, please refer to the following state department website and included pet brochures for the latest animal travel requirements: <https://it.usembassy.gov/embassy->

NATO UNCLASSIFIED

[consulates/rome/sections-offices/fas/pet-travel-faqs-italy-u-s/](#) and the Sigonella website located at the bottom of this letter.

Dependents seeking employment can find job offerings at <https://www.usajobs.gov> by searching for “Sigonella”.

Naval Air Station Sigonella is broken into two bases: Naval Air Station 1 (NAS 1), and Naval Air Station 2 (NAS 2). The bases are approximately 15 minutes apart from each other. NAGSF is located on NAS 2. The Marinai base housing area is located a short 2-5-minute drive from NAS 2.

Information on the Sigonella Department of Defense School can be found in the included brochures or the following websites:

Elementary: <https://www.dodea.edu/SigonellaES/>

Middle School/High School: <https://www.dodea.edu/SigonellaMHS/>

It is strongly encouraged that service members terminate pre-existing cell phone contracts with US cellular providers and have their smartphones “unlocked” by losing phone provider in order to prevent issues when going into cellular contracts with European providers.

US Army Service members currently receiving flight pay need to bring a flight pay termination memo from their losing unit.

Service members should book a hotel room through Navy base lodging hotel prior to arrival unless their sponsor has pre-arranged a barracks room or base housing. The hotel website can be found at <http://ngis.dodlodging.net/property/NAS-Sigonella>. The lodge phone number is: COMM (+39) (0)95-56-3070 or DSN (314) 624-5284. Do not book a room in any of the other authorized TLA hotels without receiving a statement of non-availability from DOD lodging. TLA will be authorized upon arrival for those in lodging. Additional information on TLA can be found in the brochures.

Please ensure your email your sponsor a copy of your PCS orders, flight itinerary, number of dependents and pets, and any special instructions so they are tracking your arrival and can pick you up upon arrival

Additional information on NAS Sigonella can be found at the link below:

[https://www.cnic.navy.mil/regions/cnreurafswa/installations/nas\\_sigonella.html](https://www.cnic.navy.mil/regions/cnreurafswa/installations/nas_sigonella.html)

We are excited about your arrival and are here to answer any questions you may have.

Glen A. Czarnikow  
SFC, USA  
Intel Threat NCOIC



DEPARTMENT OF THE ARMY  
BRAVO COMPANY  
ALLIED FORCES SOUTH BATTALION  
PSC 813, BOX 23  
FPOAE 09620

25 March 2021

Dear Future Bulldog,

Welcome to the B Company Team! On behalf of myself and 1SG Adrian Lerner, we want to extend a warm welcome to you and congratulate you on your assignment to B Company, AFSOUTH BN in beautiful Naples, Italy. If you have never served at Naples or visited the area, you are in for a wonderful experience.

We are tracking that you are going to be assigned to ASG Sigonella. Please let us know if this is incorrect. Once your flight is confirmed, please share a copy of your itinerary with your sponsor.

You will find that during your assignment here in Bravo Company that you will undergo many demanding, yet rewarding experiences. I have listed a few items below that I wanted to bring to your attention to help ease you through this transition. Please take a moment to read over the information and don't hesitate to contact us or your assigned sponsor for further details.

Driving: Driving in Italy can be very challenging to say the least and is a totally different world compared to the United States. The drivers here are very aggressive and usually in a hurry. In some areas, the people value their cars as only a means of transportation and do not put as much care into their cars as Americans. I would recommend not bringing an expensive car unless you have no choice or are willing to expect that more than likely it may be abused during your tour in Italy. The highways/ freeways are kept up with repairs; however, interior city roads may have pot holes that can put a lot of wear and tear on your vehicle. In addition, gas is extremely expensive in Italy, but once you obtain your local Italian driver's license and register your car, you will be authorized to buy gas coupons that help offset with the cost.

Again, we welcome you to Italy. This will be a rewarding experience and once of a lifetime opportunity. A sponsor has been identified for you from the unit/ section to which you have been assigned. I hope that you will use this sponsor as a resource to make your move as pleasant and trouble free as possible. If you do not hear from them, please feel free to contact myself or 1SG for any reason at DSN 314-646-6081 or commercial at 0039-335-189-6443 or email us at [justine.n.rennkamp.mil@mail.mil](mailto:justine.n.rennkamp.mil@mail.mil) and 1SG Lerner at [adrian.i.lerner.mil@mail.mil](mailto:adrian.i.lerner.mil@mail.mil). We look forward to your arrival and working with you!

A handwritten signature in black ink, appearing to read "Justine N Rennkamp", is positioned above the typed name.

JUSTINE N RENNEKAMP  
CPT, AG  
Commanding



# Naval Air Station Sigonella

## Housing Service Center

*Welcome to Naval Air Station, Sigonella, Italy!*

Thank you for your recent interest in Navy Housing here at NAS Sigonella. It is our mission and our pleasure to assist you in locating safe, suitable and affordable housing at NAS Sigonella.

All single/unaccompanied service members in rank of E5 and above and civilian personnel will be accommodated in off-base housing. Please fill out and complete the attached form (DD 1746) and attach a copy of your PCS Orders, updated Page 2, flight itinerary, detaching endorsement from your command, and return everything via email, fax or mail. We understand that these documents may not be available at this time, and they can be provided upon check-in.

The Housing Service Center (HSC) will help you and your family find a home on the economy from start to finish. The Housing Service Center will provide showing tours, lease signings, set up loaner furniture deliveries and pick-ups, help set up of utilities, provide estimated costs on monthly utilities and provide any other information needed to make a smooth transition into your new home.

Having a **sponsor** will help you make a smooth transition here to SIGONELLA including making sure you have a TLF reservation for you. Sponsors also provide all information needed to move here. So if you do not have a sponsor, e-mail the following: [sicily-sponsor@eu.navy.mil](mailto:sicily-sponsor@eu.navy.mil).

The Housing Service Center will provide info on the TLA requirements, House Showing Tour Information, lease signing information, utility Information, loaner furniture information, Codie ficall, provide map, provide phone numbers and useful links.

Visit [www.HOMES.mil](http://www.HOMES.mil) to see the areas and the units that may be available when you arrive in Sig. You can select more houses and then schedule more housing tours to see all of them. Once you decide which one you want to live in, the Referral counselors will negotiate the lease and establish with you and the landlords all the steps for your move in.

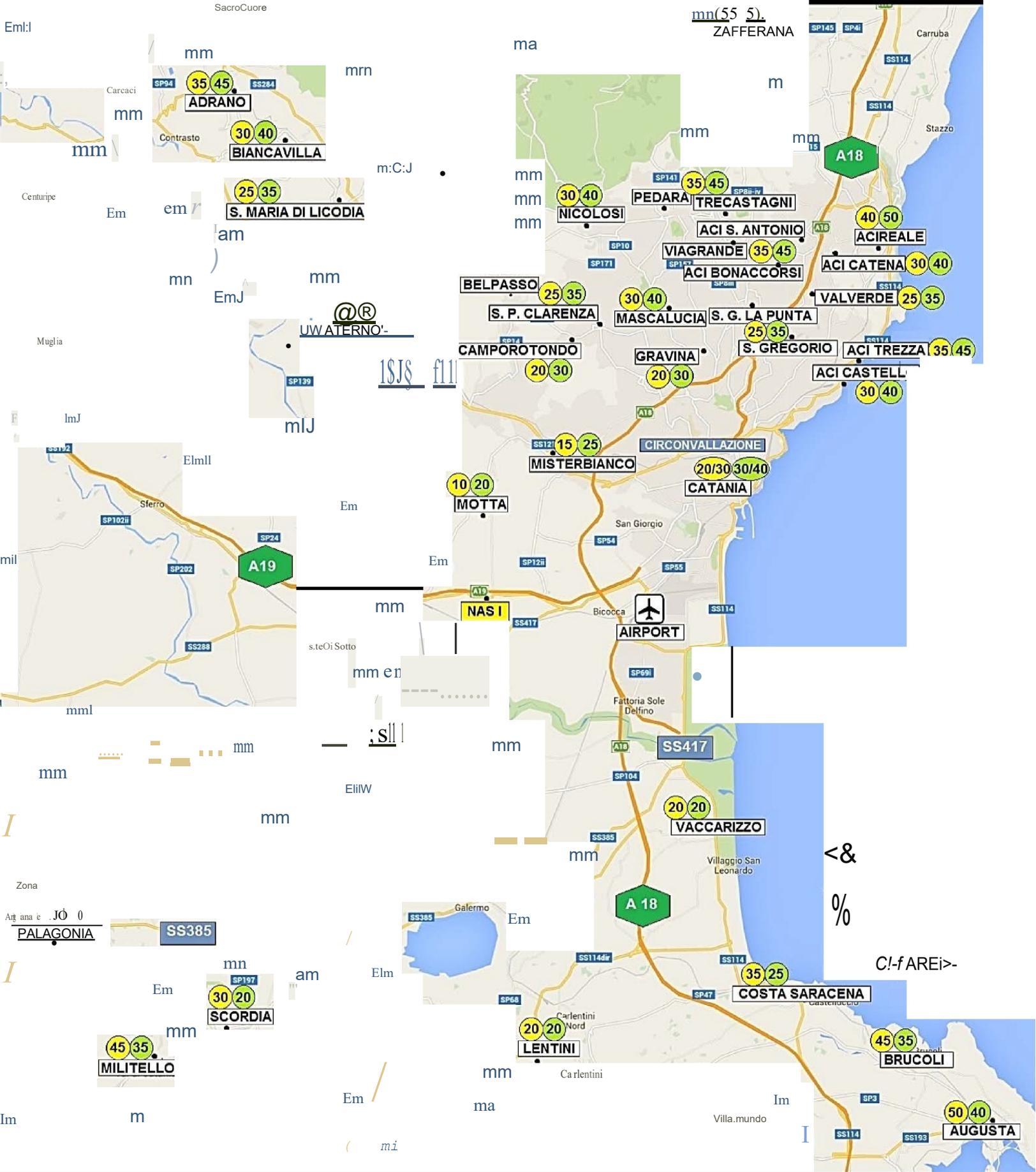
We look forward to assisting you during your transition and for your entire tour in "Sunny Sigonella – The Hub of the Med"!!

If you have any questions, please do not hesitate to contact us before and upon your arrival at [NASSIG-HousingHelpDesk@eu.navy.mil](mailto:NASSIG-HousingHelpDesk@eu.navy.mil)

*Benvenuti !*

PETER C. FAULK  
Director  
Installation Housing Programs

Housing Department  
PSC 824 Box 16 FPO AE 09623-0001  
Phone #: 001-39-095-564311 / DSN: 624-4311  
Fax #: 001-39-095-563886 / DSN: 624-3886



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COMMUTING TIME TO NAS I

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COMMUTING TIME TO NAS 11



# Naval Air Station Sigonella

## Housing Service Center

### Economy Housing Application Requirements

Name: \_\_\_\_\_ Rank: \_\_\_\_\_

Email: \_\_\_\_\_

Expected arrival date on base: \_\_\_\_\_

- Housing Referral Services are available to all unaccompanied military E5 & above, DoD civilian with transportation arrangement and civilian Contractor with MOU or LOA or ISSA.
- Personnel eligible to live on the economy must provide the following documents:
  - DD Form 1746 Housing Application
  - Copy of PSC orders for Naval Air Station Sigonella, Italy
  - Page 2 updated by the local PSD upon arrival
  - Valid tourist or No Fee passport (required for the "Codice Fiscale", the Italian SSN)
  - TLA Agreement

Please return this checklist with required documentation.

For any questions concerning eligibility, assignment policy or housing options, please contact:

[NASSIG-HousingReferral@eu.navy.mil](mailto:NASSIG-HousingReferral@eu.navy.mil)



# Naval Air Station Sigonella

## Housing Service Center

### CODICE FISCALE REQUEST

1. To obtain a Codice Fiscale you must have a personal Passport or government no-fee passport to apply. Birth certificates are no longer accepted. Another great reason to have a Passport is to travel within Europe, because a Passport is required to stay in Hotels, even in Sicily.
2. The Codice Fiscale is equivalent to the US Social Security Number. It is mandatory in Italy for any transactions involving:
  - Signing Housing leases
  - Utilities contracts
  - Purchase/sale of cars or property
  - Purchase/sale of cellular phones
  - Opening an Italian Bank Account
  - Other services on the economy etc.
  - Furniture or large purchases
3. For all civilian and military personnel who are authorized to move to the economy, you will need to have your Codice Fiscale in time for your lease negotiation appointment in order for the lease negotiator to establish supply of electricity and telephone services, so it is essential for you to fill out your Housing application upon your arrival. Codice Fiscale are also processed for those living in Government quarters in Marinai Housing. Once the application has been filled, you will be able to pick up the paper copy at Housing after a week, and the hard copy will arrive through the mail at your mailing address at a later date.
4. Codice Fiscale requests are processed once a week by the Housing Service Center at the local immigration office for civilian/service members only needing assistance for Housing related issues.
5. If you cannot acquire a Codice Fiscale you will not be able to move out onto the economy.

For any questions please contact: [NASSIG-HousingHelpDesk@eu.navy.mil](mailto:NASSIG-HousingHelpDesk@eu.navy.mil)



# Naval Air Station Sigonella

## Housing Service Center

### HOUSING SHOWING SERVICE

Welcome to NAS Sigonella, the HSC will provide showing services for all military and civilians authorized to live out in the economy. Keep in mind when selecting houses from [omes.mil](http://omes.mil) that the house suits your needs and is financially viable for you.

You should take a few things into consideration. **Distances**, as could be costly, the amount of time to get to work, you should take into consideration children that attend after school clubs and programs, activities in that particular town will also increase driving time. **Size** of the house (Utilities are expensive. Make sure there is room for washer and dryer.

Most housing here is of concrete design and there is no tract housing here as you would have in the states. Most housing in the economy do not have garages. Most have no closets but housing does provide wardrobes as part of the furniture program,

[Villa](#) – A “villa” is a stand-alone house that is usually equipped with multiple bedrooms, a full kitchen, more than one bathroom, living-dining area, storage room, laundry room, a yard that surrounds the house and sometimes a pool. Since there are no common walls that you share with neighbors, a house provides the most privacy for a family. Typically, villas are not located within the city center and may require a short drive to restaurants, cafes and grocery stores.

[Townhouse](#) – A “townhouse” is a type of terraced housing. A modern townhouse is often a small house on multiple floors. Townhouses are generally found in enclosed-in communities. Some complexes may have high security, resort facilities such as swimming pool, park and playground equipment. Townhouses fall somewhere between single family homes and apartments. Townhouses typically only have one or two shared walls. You will have neighbors on either side of you (unless you are in an end unit, but you will not have neighbors above or below you). They generally have a private yard that is attached to the home. Townhouse yards are usually not as large as the yards that come with single family homes.

[Apartment](#) – An “apartment” is a dwelling unit in a building. Typically, the apartments are located in buildings of moderate size and height (no more than 6 units in one building) and within walking distance of cafes, restaurants, pizzerias and grocery stores. Apartments are ideal for people who want low-maintenance living and a lower home rental price.



# Naval Air Station Sigonella

## Housing Service Center

- The HSC will provide showing services to all eligible customers.
- Customers will select the properties they wish to view 48 hours prior to the scheduled appointment and will be escorted by a HSC showing counselor in a government vehicle to look at rental properties.
- Showing counselors will make appointments with landlords and customers to view properties.
- Service will be provided on a first-come first-served basis and will be available until customers select the unit of their choice.
- Customers may accompany other members on tours if they desire however, the primary customer will have first right to any property shown.
- Showing counselor will keep and maintain historical file of properties viewed and ensure applicants see the maximum number of homes within allowable TLA timetable.
- During tours, showing counselor will provide general briefing on the surrounding area.
- Showing counselor acts as interpreter when dealing with prospective landlords. Ensure concerns and responses are accurately conveyed.
- Provide follow-up with all applicants until they have found suitable quarters.
- Once a rental unit is selected by a service member, it will be placed on contract hold and no other customers will be able to view it.
- The customer shall sign a commitment to lease.
- Later the SC will schedule appointment with landlord to sign lease.



# Naval Air Station Sigonella

## Housing Service Center

### HOUSING TOURS LIST

1. Before starting your Housing Tours List form, make sure you comply with the following requirements:
  - a. Apply for a "Codice Fiscale" (Italian SSN) if you do not have one. See the Front Desk for assistance as you need a Italian SSN in order to sign for a lease contract out on the economy.
  - b. Your "Codice Fiscale" will be ready after one or two weeks once the application has been turned into SC
2. Below take note of the rental units you want to visit, choosing from a minimum of 2 to 6 within a reasonable travel time and distance from each other. Follow the chart below:

REFERRAL ID NUMBER	LISTING ID NUMBER	TOWN OR CITY NAME

3. When you have your list ready, refer to the Front Desk and you will be addressed to your Referral Counselor to schedule a tour.
4. Provide your personal information:

-----  
Print your name

-----  
Date



# Naval Air Station Sigonella

## Housing Service Center

### Realtors Program (RP)



#### ***Who is eligible to participate in this program?***

- All unaccompanied military E5 & above.
- DOD civilians with transportation agreement.
- Civilian contractors with MOU or LOA or ISSA.
- Accompanied military with ETP (exception to policy) who have been previously authorized to live off base.

#### ***What is the RP and what are the benefits for the tenant?***

- The Realtors Program (RP) is an agreement between the Housing Service Center (HSC) and local realtors designed to provide service members with further assistance in finding suitable and affordable off-base housing.
- All realtors on the following list have provided the HSC with their license, enrollment with the Chamber of commerce, insurance to cover any professional risks, background check certification regarding the company and associates assigned to dealing with the HSC and have been approved to be part of our RP.
- All units shown by realtors on the following list are inspected by our HSC staff and pre-approved as appropriate, safe and reasonably priced for military members.
- Thanks to this program all customers would have the opportunity to organize personalized showing tours with our RP partners also after regular business hours and during weekends.
- Per this RP, all authorized realtors exempt the tenant from the payment of any commission for the realtor service provided.



# Naval Air Station Sigonella

## Housing Service Center

### ***Procedures:***

- All new applicants must report first to HSC within two working days.
- If not already forwarded via e-mail, during your first visit at HSC you need to submit your application and provide your assignment counselor with:
  - 1) DD Form 1746 Housing Application
  - 2) Copy of PSC orders for Naval Air Station Sigonella, Italy
  - 3) Page 2 updated by the local PSD upon arrival
  - 4) Valid tourist or No Fee passport
  - 5) TLA agreement
- Next step, you will apply for your Codice Fiscale. You will need it for your lease contract signing and to establish supply of electricity, gas and telephone services. If you cannot acquire a Codice Fiscale you will not be able to move out onto the economy.
- Afterward a referral counselor will provide you with an initial Housing Brief to give you an overall view on the Housing Referral procedures. You will receive info about allowances, TLA, surrounding area, RP and all services offered by HSC including showing tours, leases, utilities and furnishing.
- With your referral counselor assistance, you will start to select prospective units on Homes.mil and schedule your first showing tour that will be conducted with a HSC counselor. It's mandatory to schedule your first showing tour with HSC staff.
- After your first tour conducted with a HSC counselor, you can start scheduling personalized tours with the approved realtors on this list. All tours performed with an authorized agent must be reported to HSC in order to have your TLA claim approved. Your realtor will sign and fill the "Authorized Realtor Showing Form" that must be provided to the HSC (TLA claim must be submitted every 10 days).
- Once you select a rental unit, it will be placed on contract hold and no other customers will be able to view it. You will sign a commitment to lease, and contract terms shall be negotiated with the landlord. A fair rental price acceptable to both parties and any additional specific requirement will be negotiated at this time. Remember that all lease negotiations will be done at the HSC by the Housing counselors only.



# Naval Air Station Sigonella

## Housing Service Center

- After you sign the commitment, it's time to focus on Utilities and Furnishings. HSC counselors will provide you in depth briefing on Utilities contracts and on Furnishings procedures.
- Within two working days from the commitment, you will sign a lease. The lease contract between tenant and landlord will be reviewed and signed by both parties at HSC office. Particular attention will be placed on any specific requirement previously negotiated by the parties.
- Once a lease is signed, the resident must move in within a fifteen day period. This time is required to establish utility services and to provide for Partial Full Tour Furniture (PFTF) and personal property or Temporary Loaner Furniture deliveries. You will be assisted by HSC Utilities counselors in signing and forwarding some of your utilities applications while HSC Furnishings counselors will help you to request deliveries / pick up appointments.
- The HSC will conduct a move-in inspection in the presence of both parties in order to ascertain the suitability of the premise and that the conditions are in compliance with the lease provisions.

### **Quick tips:**

- Agencies may only show those rental properties that have already been approved by the HSC. Incompliance to this rule may result in a longer and tougher negotiation (as per NASSIGINST 72220.4J service members are required to secure permanent housing within 30 days or shall move into a short term lease immediately). **UNITS MUST BE VACANT AND NOT OCCUPIED BY ANY TENANTS OR OWNERS AT THE TIME OF THE PRE-INSPECTION.** If not, pre-inspection cannot be performed.
- All rental units proposed by the Agency and approved by the HSC are advertised on HOMES.mil. Please visit this website to start your search.
- Rent must always be determined based on the property and not on the tenant's allowances. In order to avoid any inconvenience, HSC highly recommends not providing any agencies with personal info about your rank and allowances.



# Naval Air Station Sigonella

## Housing Service Center

### REAL ESTATE AGENCIES APPROVED BY THE HOUSING OFFICE

#### **ARIES IMMOBILIARE**

PoC:

Via dei Vespri 166/B – 95045 Misterbianco (CT)

Tel.: 095-462524

Cell: 348-4088560

[info@aries-immobiliare.it](mailto:info@aries-immobiliare.it)

[www.aries-immobiliare.it](http://www.aries-immobiliare.it)

#### **HS IMMOBILIARE**

PoC:

SS. 192, Km 76 - In front of NAS I

Cell: 327-7697366

[Gabieleromano1978@gmail.com](mailto:Gabieleromano1978@gmail.com)

[www.facebook.com/Housing-Solution-Sigonella-1420193918205547/](https://www.facebook.com/Housing-Solution-Sigonella-1420193918205547/)

#### **IMMOBILIARE BARBAGALLO**

PoC:

Via XX Settembre, 107 - Motta S. A. (CT)

Tel: 095-306243 - Fax: 095-309357

Cell: 335-1433907

[info@immobiliarebarbagallo.com](mailto:info@immobiliarebarbagallo.com)

[www.immobiliarebarbagallo.com](http://www.immobiliarebarbagallo.com)

#### **LUNA'S IMMOBILIARE**

PoC:

Via Stazione N°3 - 95047 Paternò (CT)

Tel/Fax: 095-621313

Cell: 348-7467636

[info@luna-s.it](mailto:info@luna-s.it)

[www.luna-s.it](http://www.luna-s.it)

#### **PANTELLARO IMMOBILIARE**

PoC:

SS. 192, km 76 - In front of NAS I

Tel.: 095-7130164

Cell: 333-5201148

[pantellaroimmobiliare@hotmail.it](mailto:pantellaroimmobiliare@hotmail.it)

[www.pantellaroimmobiliare.com](http://www.pantellaroimmobiliare.com)

[www.facebook.com/Sigonella-homes-for-rent-304360160372/?fref=ts](https://www.facebook.com/Sigonella-homes-for-rent-304360160372/?fref=ts)



# Naval Air Station Sigonella

## Housing Service Center

### HOUSING LEASE SERVICES

Welcome to NAS Sigonella! The HSC will provide lease services for all military and civilians authorized to live out in the economy. When you obtain your lease through the Housing Department, trained staff will help you negotiate a fair rental price, verify the presence of the Military Clause, and ensure compliance with Italian laws. Rents are paid in Euro and range from €600 to €2000 per month. Because rents are established in Euro, the equivalency in U.S. currency will fluctuate with the exchange rate.

HSC counselors provide answers to all your questions, concerns and issues. Our goal will be to support you and your family needs and give you the best customer service for your entire stay here at NAS Sigonella. The Housing Department provides translation services throughout the duration of your tour, which includes, but is not limited to, maintenance service scheduling, utility set-up, utility billing discrepancies, internet and phone set up, cable set up, lease amendments, legal advice (in reference to Italian lease laws) and termination services.

It is our mission to assist you in locating safe, suitable and affordable housing in the local community area and to provide quality service.

#### Lease Services

- Once a rental unit is selected by a service member, it will be placed on contract hold and no other customers will be able to view it.
- The customer shall sign a commitment to lease, and contract terms shall be negotiated with the landlord. A bi-lingual counselor will assist in the translation and negotiation of the lease contract between the landlord and the tenant. A fair rental price acceptable to both parties and any additional specific requirement will be negotiated at this time.
- The lease contract between tenant and landlord will be reviewed and signed by both parties at HSC office. Particular attention will be placed on any specific requirement previously negotiated by the parties. The lease contract is based on Italian Law 431/9 Dec 1998 article 2, paragraph 1 that regulates rental matters.
- Lease must be signed a minimum of fifteen days prior to the move-in date. This time is required to establish utility services and to provide for Partial Full Tour Furniture (PFTF) and personal property or Temporary Loaner Furniture deliveries. Once a lease is signed, the resident must move in within a fifteen day period.
- The lease contract establishes a legal relationship between the tenant and the landlord. Copies of the lease agreement will be provided to both parties, and one copy will be retained by the HSC. Neither the Housing Department nor the Naval Air Station Sigonella Command is a party to the lease contract.
- In compliance with Italian Law, both tenant and landlord are responsible for the registration of the lease contract and for the payment of a due tax.



# Naval Air Station Sigonella

## Housing Service Center

- Once an economy rental unit has been put on contract hold, it places an obligation on both the tenant and the landlord to proceed with the lease signing. Any landlord who rents a unit on contract hold to another customer will have all of his/her properties withdrawn from the HSC listing database.
- Customers who wish to withdraw from contract hold must provide a written request to the Personnel Support Director of the HSC, and indicate the extenuating circumstances that require the withdrawal. The Personnel Support Director shall evaluate the request and decide whether or not it is justified and worthy of approval.
- If approved the customer will be required to indemnify the landlord for the period the unit was kept on hold. The indemnity will be calculated on the per diem rate multiplied by number of hold days.
- Customers who have negotiated a lease through the HSC shall receive service for the installation of utilities.
- HSC utility counselors will assist and liaise on behalf of the client with the local electric, gas and telephone companies available in the service area.
- Once a member has signed the lease contract, the HSC will conduct a move-in inspection in the presence of tenant and landlord in order to ascertain the suitability of the premise and that the conditions are in compliance with the lease provisions.
- By accepting the house keys from the landlord, the tenant accepts responsibilities implied in the lease contract and is responsible until the keys are returned to the landlord at the end of the tenancy.
- The HSC will assist all customers who have negotiated their lease contract through the HSC to resolve any problems relating to utilities, maintenance, or occupancy issues.
- The HSC does not have legal authority or control over the utility companies or landlords. All contracts are established between the resident and the service provider.

Any more question, please contact:

[NASSIG-HousingHelpDesk@eu.navy.mil](mailto:NASSIG-HousingHelpDesk@eu.navy.mil)

[NASSIG-HousingReferral@eu.navy.mil](mailto:NASSIG-HousingReferral@eu.navy.mil)



# Naval Air Station Sigonella

## Housing Service Center

### Renters Insurance: protect yourself wherever you live - UH, FH or Local community

The Department of Defense and the Navy recommends that all residents seriously consider renters insurance when home or abroad. While renting your home on the economy or residing in Government Family Housing or Unaccompanied Housing takes away the responsibilities of ownership, you don't have to worry about major repairs to the property. However, you are responsible for your own possessions and damages. Renters insurance is a necessary tool to avoid high costs in case of natural disasters, accidents, thefts and similar. When searching for the insurance that provides all you need, be aware of the limitations on the different types available.

**Standard ....**Almost every policy will cover your possessions up to a certain amount in the case of damage due to most natural disasters or a problem with the property itself. If the plumbing is faulty, leaking and creating water damage to your furniture, for example, standard renter's insurance will cover it. It may not pay you enough to purchase the same pieces, but it is a help. You want to make sure important natural disasters are not omitted in your policy; sometimes floods, hurricanes and earthquakes are not included. This policy will usually cover you against theft as well.

**Liability...**You want to be sure you are covered if someone is hurt at your home. While this may be covered in the homeowner's policy, there are times it would be considered your fault.

**Living Expenses....**This insurance is for when the property becomes uninhabitable. It will help provide alternative living quarters for you and your family. This could come into play if there is a fire or severe structural damage, or if there is a problem in which there will be no electricity or water for an extended time. If active duty, emergency TLA covers a house when uninhabitable but the insurance may help with other expenditures.

**Extended Coverage....**You can opt to purchase coverage for things that are not normally covered; jewelry for example. You may also want to consider how much you will get for your belongings. If your policy won't pay enough to replace them, you can purchase additional coverage.

**What renter's insurance covers....**There are several types of home and renters insurance policies. A policy called the HO-4 is designed for renters and covers damage from 16 types of perils:

1. Fire or lightning
2. Windstorm or hail
3. Explosion
4. Riot or civil commotion
5. Damage caused by aircraft
6. Damage caused by vehicles
7. Smoke
8. Vandalism or malicious mischief
9. Theft
10. Volcanic eruption
11. Falling objects
12. Weight of ice, snow, or sleet
13. Accidental discharge or overflow of water or steam from within a plumbing, heating, air conditioning, or automatic fire-protective sprinkler system, or from a household appliance.
14. Accidental discharge or overflow of water or steam from within a plumbing, heating, air conditioning, or automatic fire-protective sprinkler system, or from a household appliance.
15. Sudden and accidental tearing apart, cracking, burning, or bulging of a steam or hot water heating system, an air conditioning or automatic fire-protective system; freezing of a plumbing, heating, air conditioning or automatic, fire-protective sprinkler system, or of a household appliance.
16. Sudden and accidental damage from artificially generated electrical current (does not include loss to a tube, transistor or similar electronic component)



# Naval Air Station Sigonella

## Housing Service Center

**What renters insurance may not cover (some insurance companies do)....**Just as with home insurance policies, renters insurance won't cover damage from "earth movement," which includes earthquakes, mudslides and landslides.

Also typically excluded are:

1. Floods
2. War
3. Nuclear hazard
4. Neglect, meaning your failure to save your property at the time of loss or after.
5. Intentional loss, meaning your intentional destruction of your property.
6. Governmental action, such as seizure of the property.

**Take inventory....**To ensure you're compensated for any belongings you lose from a fire, storm or other catastrophes; you should inventory all of your personal belongings. List each item, its value and serial number when possible. Photograph or videotape each room, including closets, open drawers, storage buildings and your garage. Keep receipts for major items in a fireproof place. To make things easier, the Insurance Information Institute has free inventory software at <http://www.knowyourstuff.org>

**Saving money on renters insurance** Just like homeowners insurance policies, your renter's insurance premium depends on a number of factors: where you live, your past claims, your deductible, and your insurance company and whether you need any additional coverage. Averages range from \$125-\$675 yearly.

**Common ways to save on renters insurance include:**

- Increasing your deductible (the amount you pay before your coverage kicks in).
- Asking for discounts for smoke and fire detectors, and security systems.
- Buying your car insurance from the same company, called a "multiline" discount.
- Paying your renters insurance bill in full rather than in installments.

### **Responsibility**

It is the tenant's responsibility to search for the best company and insurance that may fit own needs and expenditures and to sign for the contract directly with the selected company.



# Naval Air Station Sigonella

## Housing Service Center

### UTILITIES

The Housing Department will assist all entitled customers with the utilities contracts and bills. Once you sign a lease, you can refer to the Housing Utilities Counselors to start the hook-up process.

**Please, be reminded that PAYING BILLS IS A TENANT RESPONSIBILITY. Housing is not part of any contract and has no authority over the utilities companies. If landlords pay, tenants **MUST** refund them as agreed.**

### Electricity

In order to apply for electricity you must provide a signed lease contract and your Codice Fiscale. Electric bills are sent every two months to tenant. Your contract will be signed at the Housing utilities section and application will be forwarded to the Enel Company. Power will be activated after 5 working days from acceptance of application and approval.

#### Costs:

The contract fees, including taxes, will vary depending on the type of contract you apply for:

- € 80,00 for basic 3.3 KW contact plus taxes = € 96,00.
- € 200,00 for 4.5 KW contact plus taxes = € 224,00.
- € 300,00 for 6.6 KW contact plus taxes = € 354,00.

#### Estimated consumption:

- Annual Consumption for family composed for 1-2 people: € 180,00 every two months.
- Annual Consumption for family composed for 3-4 people: € 250,00 every two months.

#### Things to know:

- Meters boxes are electronic and therefore the company is able to read your consumption from their site without you having to provide your electrical meter readings
- If you have not received your bill by the end of the second month, stop by the Housing Office so that inquiries can be made with ENEL.
- All members are required to maintain all paid utility receipts for the duration of their stay to ensure a smooth check out process.



# Naval Air Station Sigonella

## Housing Service Center

- You can pay your bills at any Tabacchi Store “Lottomatica” through a direct payment there (you will be charged € 1.50 extra for each transaction) or at the Community Bank with a money transfer (extra charge will be \$ 2.00 for account holders or \$ 3.00 for non-account holders).

### Gas

In order to apply for Gas you must provide a signed lease contract and your Codice Fiscale. Gas can be supplied by city gas or gas tank.

- If your unit is supplied by city gas, your contract will be signed at the Gas company office and your landlord will assist you for the gas contract application. Gas will be activated after about 2 weeks from acceptance of application and approval. Bills will be sent every two months.
- If your unit is supplied by a gas tank, the activation time will be faster and you will call the company every time that your tank will need to be refilled.

### Costs:

- € 77,00 for Deposit (new account), € 25,00 (for transfers) if you apply for city gas .
- Cost of gas is approximately € 0,80 per cubic meter if provided by city gas or € 0,49 per liter if the house is equipped with a gas tank (Agip and Butangas, gas providers, apply in this case a special rate for DOD personnel).

### Estimated consumption:

- During Winter season bills are bigger because gas is used for heating/cooking/hot water. Approx. € 300,00 (city gas) / € 250,00 (gas tank) every two months - (3 hours of heating at 30°c/ 86°f every evening).  
Approx. € 900,00 (city gas) / € 750,00 (gas tank) every two months (24 hours of heating at 30°c/ 86°f).
- Summer bills will be around 70% less expensive since gas will be only used for cooking/hot water.

### Things to know:



# Naval Air Station Sigonella

## Housing Service Center

- The gas company usually issues bills based on estimated consumption and check your meter twice a year; in order to always receive an accurate bill based on actual consumption customer must provide gas meter reading every 2 months.
- Timeframe to provide gas meter reading is shown on the front page of your gas bill.

### Telephone

In order to apply for telephone/internet you must provide a signed lease contract and your Codice Fiscale. Phone application for Telecom (Italian biggest telephone company) is signed and processed by the Housing Utility Section and will be forwarded to Telecom. Telecom will assign you a home phone number and a phone appointment and the HSC will inform the customer.

#### Costs:

- Contact fee is € 97,60.
- Flat monthly fee is € 35,09 per month for local landline calls.
- Unlimited U.S. and Western Europe landline calls € 10,00 per month.
- Internet/ADSL: Alice € 19,90 per month.

#### Estimated consumption:

The cost is approximately € 50,00 per month (unlimited landline calls and internet included).

#### Things to know:

- You are required to be at home during that time frame and to have your name on the buzzer so that the technician will know where to ring.
- Bills are issued every month. Should you not receive a bill, notify the Utilities counselors who will obtain the information from the phone company and a voucher will be generated in placement of the original bill.
- Transfer of telephone contract from one residence to another will cost € 72,30.
- You can pay your bills at any Tabacchi Store "Lottomatica" through a direct payment there (you will be charged € 1,55 extra for each transaction) or at the Community Bank with a money transfer (extra charge will be \$ 2.00 for account holders or \$ 3.00 for non-account holders).



# Naval Air Station Sigonella

## Housing Service Center

Satellite internet is supplied by different providers and it is ideal for people living in rural areas that don't have access to cable or fiber optic services. When you sign up for satellite internet, the company installs household equipment, which consists of an antenna dish and a modem. Housing can provide some PoC but cannot directly assist you with it.

### Water

The contract for the water supply remains under the landlord's name. Water companies and fees may change from one area to another.

#### Costs:

- There is no hookup cost.
- Water maybe settled in a lump sum payment to be included in the rent or bills may be paid by the landlord and then refunded by the tenant.

#### Estimated consumption:

The cost is approximately € 300,00 per year.

For any questions please contact the Housing Service Center at 624-4311 or via email at:

[NASSIG-HousingUtilities@eu.navy.mil](mailto:NASSIG-HousingUtilities@eu.navy.mil)

[NASSIG-HousingReferral@eu.navy.mil](mailto:NASSIG-HousingReferral@eu.navy.mil)