



DEPARTMENT OF THE NAVY

U.S. NAVAL SUPPORT ACTIVITY

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NAVSUPPACT NAPLES INST 11101.8G
N93

24 JUL 2014

NAVSUPPACT NAPLES INSTRUCTION 11101.8G

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

Subj: FAMILY HOUSING LOANER FURNISHINGS/PARTIAL FULL-TOUR
FURNISHINGS/SINGLE SERVICE MEMBER FURNISHINGS PROGRAMS

Ref : (a) DoD 4165.63-M
(b) NAVFACENGCOM INST 11101.97

Encl: (1) Partial Full - Tour Furnishing Program Inventory List &
Full - Tour Supplemental Furnishing List
(2) Loaner Furniture Program Inventory List for 90 - Day
Loaner Furnishings
(3) Single Service Member Furnishings Loaner Furniture
(4) Roles and Responsibilities of Applicant
(5) Housing Service Center Furniture and Appliance
Agreement
(6) Price List for Loaner Furniture/Partial Full - Tour
Furnishing Repair, Cleaning and Replacement

1. Purpose. To provide policy, procedures and guidance per references (a) and (b) for the use and management of the Housing Department Loaner Furniture (LF) program, the Partial Full - Tour Furnishings (PFTF) program and the Single Service Member Furnishings (SSMF) program at U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy.

2. Cancellation. NAVSUPPACT NAPLES INST 11101.8F.

3. Background. Per references (a) and (b), NAVSUPPACT Naples maintains government-owned LF for temporary loan to arriving and departing families throughout the NAVSUPPACT Naples area of responsibility (AOR). These items enable families to occupy permanent quarters prior to the arrival of household goods (HHG) and after HHG have been picked up for shipment prior to departure of the sponsor and/or family members. Additionally, the PFTF/SSMF items are available upon request and may be kept for the entire tour. LF, PFTF and SSMF furnishings consist of the items listed in enclosures (1) through (3). All LF, PFTF and SSMF items will be delivered in a clean and workable condition.

4. Eligibility

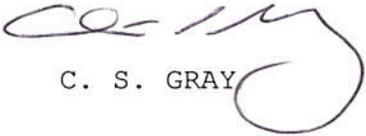
a. All military and Department of Defense (DoD) civilians stationed in the Naples area with a transportation agreement and who are entitled to shipment of HHG and have a lease agreement negotiated through NAVSUPPACT Naples housing office are eligible to receive

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furniture on a temporary basis while their HHG are in transit. The length of time the LF items are provided may not exceed 90 days, unless an extension is granted by the housing director. These same members are eligible to receive PFTF. When two separate military or DoD civilians live together, LF/PFTF items are issued as one household. Eligibility of other personnel (i.e. contractors, reservists and foreign nationals) is determined on a case-by-case basis using their active duty orders and/or inter-service support agreement eligibility.

b. The SSMF program is authorized for all NAVSUPPACT Naples personnel and those assigned to shore commands in Gaeta and Rome. The LF is available for full tour. This program allows junior service members who cannot ship household goods to obtain PFTF and SSMF for their entire tour.

5. Procedures. The NAVSUPPACT Naples housing office will manage the family housing LF/PFTF/SSMF programs in Naples and its AOR. When requesting LF/PFTF/SSMF, the sponsor or authorized representative will be provided a copy of enclosure (4) which outlines roles and responsibilities; and complete enclosure (5) which is electronically generated as part of the lease signing. It shall be submitted at least three working days prior to the desired delivery/pick up date. When requesting delivery, the sponsor or authorized representative will provide a copy of the sponsor's permanent change of station (PCS) orders, a copy of housing lease agreement, a phone number where they may be reached and verification of dependents. The sponsor will schedule the delivery appointment after the lease contract is signed or assignment to government quarters is accomplished. Applicants should have a confirmed delivery date of LF/PFTF/SSMF items prior to canceling hotel reservations. Items must be cleared from your account with the furnishings warehouse prior to departing or PCS. Members agree to a payroll deduction for any loss, damages, non-cleaning or destruction of all government property. Enclosure (6) provides a detailed list of costs associated with charges for repair, replacement, or cleaning of loaner furnishings or equipment



C. S. GRAY

Distribution:

NAVSUPPACT NAPLES INST 5216.4AA

Lists: I through IV

Electronic via NAVSUPPACT NAPLES web site:

https://www.cnic.navy.mil/regions/cnreurafswa/installations/nsa_naples/about/departments/administration_n1/administrative_services/instructions.html

**PARTIAL FULL - TOUR FURNISHING PROGRAM INVENTORY &
FULL - TOUR SUPPLEMENTAL FURNISHINGS LIST**

1. The following items may be loaned for the full duration of your tour. Appliances may only be issued if your Landlord does not provide them:

| <u>Item Description</u> | <u>Quantity Authorized</u> |
|--------------------------|--|
| Refrigerator* | 1 American model, 220V large or 1 European model, 220V small |
| Gas Stove* | 1 European model, 220V small |
| Washer/Dryer* | 1 American model, 220V large or 1 European model, 220V small |
| Washer/Dryer Electric* | 1 European model, 220V small |
| Transformers | 2 2000 watts |
| Hutch | 1 2-door SSMF or 1 3-door Family |
| Microwave | 1 European, 220V |
| Wardrobes | 1 per family member/1 added for active duty member for uniforms |
| Satellite System | 1 AFN Decoder |
| Carbon Monoxide Detector | 1 each |

* Member has choice of large or small

2. Items must be cleared from your account with the furnishings warehouse prior to departing or Permanent Change of Station. Members agree to a payroll deduction for any loss, damages, non-cleaning or destruction of all government property.

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**LOANER FURNITURE PROGRAM INVENTORY LIST FOR
90-DAY LOANER FURNISHINGS**

1. These items may be loaned for a maximum of 90 Days for accompanied and/or unaccompanied military and civilian families on orders.

| <u>Item Description</u> | <u>Quantity Authorized</u> |
|-------------------------|----------------------------|
| Dining Table | 1 each |
| Dining Room Chairs | See note #1 |
| Love Seat | 1 each |
| Arm Chairs | See note #1 |
| Coffee Table | 1 each |
| End Tables | 2 each |
| Double Bed | See note #2 |
| Single Bed | See note #1 |
| Chest of Drawers | See note #1 |
| Night Stands | See note #1 |
| Crib | See note # 1 and 2 |
| High Chair | See note #1 and 2 |

Note #1: The quantities of these items depend on the size and needs of the member and their family.

Note #2: These items are not available for the Single Service Member Furnishings program.

SINGLE SERVICE MEMBER FURNISHINGS LOANER FURNITURE

1. The following items are loaned for the duration of your tour as a single military member.

| <u>Item Description</u> | <u>Quantity Authorized</u> |
|-------------------------|----------------------------|
| Single Bed | 1 each |
| Night Stand | 1 each |
| Coffee Table | 1 each |
| Armchair | 1 each |
| Chest of drawers | 1 each |
| Dining table w/chairs | 1 table 4 chairs |
| Loveseat | 1 each |
| End table | 1 each |

2. Items must be cleared from your account with the Furnishings Warehouse prior to departing or PCS. Members agree to a payroll deduction for any loss, damages, non-cleaning or destruction of all government property.

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ROLES AND RESPONSIBILITIES OF APPLICANT

1. Personnel requesting Loaner Furniture (LF), Partial Full - Tour Furnishings (PFTF) and Single Service Member Furnishings (SSMF) will remain at their residence on the date scheduled by the Housing Warehouse for delivery, pickup or repair of LF/PFTF/SSMF. Failure to maintain an appointment will result in the member being charged for the cost of the attempted delivery, pickup or repair call. Delivery, pick up and repair hours are from 0800 to 1630 daily except weekends and holidays. If the sponsor contacts the housing warehouse after 1500 the day before the expected delivery, he/she will be informed to expect either an AM (0800 - 1300) or PM (1200 - 1630) delivery.

2. The check-in inventory will be completed by the contractor and sponsor. The material condition, along with the quantity of each item, will be noted at the time of delivery or pick up of LF/PFTF/SSMF. All damages, discrepancies and cleanliness must be clearly annotated on the delivery request form. Thorough documentation of all damage, discrepancies and cleanliness is the responsibility of the sponsor. If no comments are noted, the condition is considered to be clean and in good condition. At no time will LF/PFTF/SSMF be stored, temporarily or permanently. It will not be set outside awaiting pickup or repair, or for any other reason. Residents are not authorized to move government owned furniture/appliances residential location without prior approval from the Housing Warehouse Supervisor. After delivery of household goods (HHG), entitlement to all LF ceases. Sponsors are responsible for contacting Housing at in the Support Site or Capo office to schedule a pickup date. One trip at government expense will be provided to pickup LF. Additional trips will be assessed charges based on cost to the government. Requests for retention of LF beyond the 90-day period of entitlement or after receipt of HHG, whichever is earlier, must be made in writing to the NAVSUPPACT Naples Housing Director, documenting justification. This request for retention should begin prior to the completion of the 90-day period.

3. PFTF/SSMF repair and trouble calls should be reported to the Warehouse Customer Service Desk at commercial 081-811-4242. The resident will be required to provide the following information when placing the repair/trouble call:

- a. Name, rank, address and telephone number.
- b. Type of appliance requiring service.
- c. Description of problem or failure symptoms.
- d. Date and block of time that repair is desired; morning (0800 - 1230) or afternoon (1300 - 1800).

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e. Assurance that someone will be home on the date between times selected.

4. Emergency after hours appliance trouble calls will be placed to the NAVSUPPACT Naples Quarterdeck at 081-568-5547. The Command Duty Officer will, in turn, notify the Warehouse Manager who will call appropriate personnel to carry out the repairs. If a refrigerator is out of service, a replacement item will be treated as an "emergency trouble call" and will be corrected within four hours of warehouse notification.

5. All appliances must be clean and ready for reissue at the time of pickup or a cleaning charge will be assessed to the sponsor in accordance with enclosure (5). All charges assessed must be paid in full prior to checkout for PCS transfer.

6. Responsibility of the Housing Office

a. Inform members that furnishings and equipment must be returned ready for immediate reissue and that they will be liable for any cleaning charges. Inform residents of their liability, per reference (b), for loss or damage to government furnishings caused by their negligence, willful misconduct, or that of their family members, guests and/or pets.

b. Inform residents of the safe and appropriate operation of appliances, to include written information on operation and maintenance of appliances as applicable. Maintain a supply of all required forms to ensure that personnel do not experience any unnecessary delay in applying for delivery or pickup of LF/PFTF/SSMF. Housing Office staff will ensure that the appropriate forms are properly completed and signed by the sponsor and that all required documents are attached.

c. Take aggressive action to collect all reimbursements for cleaning of, damage to or loss of government - owned LF/PFTF/SSMF. Under no circumstances will the Housing Office staff checkout a member if damage claims have not been paid in full or all items have not been returned.

d. Ensure that delivery and pick up of LF/PFTF/SSMF are accomplished within three working days after submittal of appropriate forms and ensure that repairs to LF/PFTF/SSMF are completed within one day of receiving a repair call.

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HOUSING SERVICE CENTER FURNITURE AND APPLIANCE AGREEMENT

1. Applicants must initial, sign and date indicating concurrence and understanding.

PLEASE NOTE: THERE ARE NO SCHEDULED EXACT APPOINTMENTS FOR DELIVERIES OR PICK-UPS. You may call the Housing Warehouse at 081-811-4242 from 1500 to 1600 on the day prior to your scheduled delivery/pickup to confirm an AM or PM timeframe. Please be advised: the schedule may be affected by the weather, traffic, road conditions, and/or missed appointments.

Initial

_____ I understand that it is my responsibility to schedule my delivery, pick-up or transfer three working days in advance at the Housing Service Center (HSC) in Gricignano or Capodichino Office.

_____ I understand that any changes to my requests must be called in 24 hours prior to my schedule timeframe at any of the Housing Offices to include the Warehouse. I may be asked to send an e-mail to verify request.

_____ I fully understand that I will be charged for missed appointments.

_____ I understand that I must take delivery of my Loaner Furniture (LF), Partial Full - Tour Furnishings (PFTF) and Single Service Member Furnishings (SSMF) on my scheduled day and ensure its proper placement.

_____ I understand that it is my responsibility to ensure that the furnishings/appliances I selected will fit and that my residence is outfitted with the proper connections. I agree to pay for an additional delivery for any replacements due to an error in my selection.

_____ I understand that all LF is for a 90 day period and that it is my responsibility to contact the Housing Office/Warehouse for arrangements three days prior to the expiration period (90 days). If my household shipment is delayed and I need an extension, I will submit an "Exception to Policy" letter addressed to the Housing Director citing my justification. I will contact the HSC Administrative Department for assistance at 081-811-4430.

Enclosure (5)

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_____ I understand that it is my responsibility to notify the Housing Office if I should change or purchase a residence, before relocating any government - owned furnishings. I must provide my new address, a map and copy of my new lease agreement.

_____ I understand that it is my responsibility to assure that all LF/PFTF is picked-up and returned to the Housing Warehouse prior to my PCS move, retirement or detachment from the military or civil service.

_____ I understand that I will not attempt to perform repairs to government appliances; if repairs are required I will contact the Trouble Call at 081-811-4242 to schedule a repair. All repairs for appliances are scheduled for AM (0800 to 1200) or PM (1300 to 1630). There is no exact time for appointments. I will deliver small appliances such as microwave, transformers and small parts of refrigerators, etc. to the Housing Warehouse for replacement.

_____ I understand that I am responsible for the condition and upkeep of all government issued equipment, appliances and furnishings during my possession. Under no circumstances will I store any appliances or furnishings outside my dwelling. I will examine each item at the time of delivery and pick-up. I will be charged for any and all repairs, damage, replacement, or cleaning beyond normal wear and tear.

Applicant's _____
Signature

Date: _____

Counselor's _____
Signature

Date: _____

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**PRICE LIST FOR LOANER FURNITURE/PARTIAL FULL - TOUR FURNISHING
REPAIR, CLEANING AND REPLACEMENT**

| ITEM/SIZE | SERVICE REPAIR MINOR COST | REPAIR LABOR COST | CLEANING COST | REPLACE COST | REPLACE COST (After 3 Years) |
|---------------------|---------------------------------|----------------------|------------------|-----------------|------------------------------------|
| Armchair | Not Applicable | \$40.00 | \$15.00 | \$405.00 | \$202.00 |
| Bedspring, Dbl. | Only replace. | Only replace. | Not Applicable | \$182.00 | \$91.00 |
| Bedspring, Single | Only replace. | Only replace. | Not Applicable | \$159.00 | \$79.00 |
| Footboard, Double | \$10.00 | \$40.00 | \$15.00 | \$290.00 | \$145.00 |
| Footboard, Single | \$10.00 | \$40.00 | \$15.00 | \$218.00 | \$109.00 |
| Headboard, Double | \$10.00 | \$40.00 | \$15.00 | \$290.00 | \$145.00 |
| Headboard, Single | \$10.00 | \$40.00 | \$15.00 | \$218.00 | \$109.00 |
| Mattress, Double | Not Repairable | Not Repairable | \$15.00 | \$363.00 | \$181.00 |
| Mattress, Single | Not Repairable | Not Repairable | \$15.00 | \$290.00 | \$145.00 |
| Coffee Table | \$10.00 | \$40.00 | \$15.00 | \$196.00 | \$98.00 |
| Crib Mattress | Not repairable | Not repairable | \$15.00 | \$35.00 | \$17.00 |
| Dining Chair | Not Applicable | \$40.00 | \$15.00 | \$149.00 | \$74.00 |
| Dining Table Drop. | Not Applicable | \$40.00 | \$15.00 | \$290.00 | \$145.00 |
| Dining Table Rect. | Not Applicable | \$40.00 | \$15.00 | \$550.00 | \$275.00 |
| Dresser, Chest | \$10.00 | \$40.00 | \$15.00 | \$303.00 | \$151.00 |
| End Table | \$10.00 | \$40.00 | \$15.00 | \$168.00 | \$84.00 |
| Hutch, 2 Door | \$10.00 | \$40.00 | \$15.00 | \$490.00 | \$245.00 |
| Hutch, 3 Door | \$10.00 | \$40.00 | \$15.00 | \$554.00 | \$277.00 |
| Loveseat | Not Applicable | \$40.00 | \$15.00 | \$770.00 | \$385.00 |
| Microwave | \$50.00 | \$50.00 | \$15.00 | \$350.00 | \$175.00 |
| Microwave Plate | Not Applicable | Not Applicable | \$15.00 | \$20.00 | \$10.00 |
| Night Stand | \$10.00 | \$40.00 | \$15.00 | \$180.00 | \$90.00 |
| Refrigerator, Large | \$50.00 | \$50.00 | \$15.00 | \$560.00 | \$280.00 |
| Refrigerator, Small | \$50.00 | \$50.00 | \$15.00 | \$450.00 | \$225.00 |
| Satellite Decoder | Not Applicable | Not Applicable | Not Applicable | \$369.00 | \$175.00 |
| Stove, Large | \$50.00 | \$50.00 | \$15.00 | \$550.00 | \$275.00 |
| Stove, Small | \$50.00 | \$50.00 | \$15.00 | \$314.00 | \$157.00 |
| Wardrobe Door | Only replace. | Only replace. | Not Applicable | \$70.00 | \$35.00 |
| Wardrobe , Large | Only replace. | Only replace. | Not Applicable | \$350.00 | \$175.00 |
| Dryer, Large | \$50.00 | \$50.00 | \$15.00 | \$540.00 | \$270.00 |
| Dryer, Large Elect. | \$50.00 | \$50.00 | \$15.00 | \$530.00 | \$265.00 |
| Dryer, Small | \$50.00 | \$50.00 | \$15.00 | \$300.00 | \$150.00 |
| Washer, Large | \$50.00 | \$50.00 | \$15.00 | \$415.00 | \$207.00 |
| Washer, Small | \$50.00 | \$50.00 | \$15.00 | \$251.00 | \$125.00 |
| Washer, Large LG | \$50.00 | \$50.00 | \$15.00 | \$563.00 | \$281.00 |