

HOW TO CLEAR HOUSING

2024

To make clearing your house as smooth as possible, please follow these Instructions. Housing will not sign off on any out-processing paperwork until all required responsibilities are completed.

Detailed information on <https://www.aviano.af.mil/Housing-Information/>

HOUSING BROCHURE QUICK REFERENCE CHECKLIST			
		Packet	Section
	Mail Registered Letter to Landlord which schedules Pre-Inspection (at least 30 days before Final) & Final Inspection Dates	5	1
	Pre-Inspection of Premises with Landlord	5	1
	Pay Water, Garbage and Sewage Bills	5	1
	Contact FMS to set up temporary loaner furniture and return appointment	5	4
	Close Private Utility Accounts (Gas/Electric) or Close Home Fuels Accounts: a. Take Meter Readings to Home Fuels	5	2
	- Replenish LPG (propane) or Heating Fuel to same amount at beginning of lease		
	Return FMS short term and long-term items. Pay for any damages or cleaning fees.	5	4
	Clean the House thoroughly	5	1
	Final Inspection of Premises - Security Deposit Returned or Pay for Damages - Return Keys. - Landlord signs Release Letter (take to Housing Office for final out)	5	1
	If you are leaving after your 10-day TLA period, review the information provided for TLA Extension. If you meet the justification requirements, provide extension request to Housing for 31 FW/CC approval	5	3
	Claim outgoing TLA. Provide to Housing: (1) Lodging receipt and (2) PCS orders	5	3
	Final Out Housing Office	5	1
	Final Out FMS	5	4

ENDING YOUR LEASE

Introduction: This Packet will guide you through several processes in preparing you to leave your Italian home. We have broken the process down into 4 separate Sections to make it easier to follow within the entire process of ending your lease and moving out of the house.

- Section 1: Termination of Lease – information about mandated clearing documentation
- Section 2: Termination of Utilities – information about ending your utility services
- Section 3: Departure TLA – information and rules concerning your allowance
- Section 4: Furnishings Management Services – offers short-term furnishings and process for returning all short- and long-term furnishings/appliances

REMINDER 1: If you have not already done so, refer back to **Packet 1, Section 1** for the Quick Reference Checklist under the heading “When you Need to Terminate your Lease (Early or PCS)”.

REMINDER 2: When you prepare to leave Aviano Air Base, you will be living in temporary quarters when you finalize your lease. To help you offset the cost for living in temporary accommodations, military personnel will be reimbursed by receiving TLA (Max 10 days) and civilian personnel will be reimbursed by receiving TQSA (max 30 days). Refer to **Packet 5, Section 3** for more details.

TERMINATION OF LEASE

It’s now time to terminate your lease. It is important to meet timelines required by your Rental Agreement.

Minimum 30-Day Written Notice when:

- Permanent Change of Station (PCS)
- Early Return of Dependents (ERD)
- Directed by MSG/CC to Move Closer to Base

You must provide your landlord a 30-day written notice via registered mail through the Italian Post Office to terminate your rental agreement for reasons stated above. Housing highly recommends anticipating termination notice at least 45 days in advance to allow more time for pre-final and final inspection. There is an example at page 5 (see the instructions below on page 4) of this Section. In case of short notice PCS, notification period is shortened to 15 days.

Power of Attorney: In the event of early departure for health, humanitarian, or mission reasons beyond your control, you may appoint via Power of Attorney (POA) an individual to act on your behalf in terminating the rental agreement. Please make sure the POA is specific and includes the steps to terminate the lease and return the house to the landlord.

Minimum 6-Months’ Written Notice for Early Termination: If you want to EARLY terminate your current lease and move to another house, you are required to give your landlord six months’ written notice. There is an example at page 5 of this Section (see the instructions below on page 4). The termination notice must be sent via registered mail through the Italian Post Office unless the landlord agrees to accept a hand-carried termination notice. You should have two copies of the written notice with you and have the landlord sign and date your copy as proof of acknowledgment. Keep it as the official receipt of your notice and leave a copy for your landlord. Make sure pre-final and final inspection dates and times are clearly specified. Written communication is the best way to begin out-processing; verbal notification is not official.

MIHA/FTA: Please be aware that you are not entitled to any MIHA (military) or FTA (civilians) when moving from one house to another one.

Pre-Final Inspection: This inspection shall be conducted with your landlord at least 30 days prior to your final inspection. Purpose is to identify any damages other than “fair wear and tear” that may be your responsibility to correct. Make sure you have copy of your “Premises Condition/Inventory” with the original conditions of the premises. You first completed this form under **Packet 3, Section 1**; now you’ll be completing blocks 17 and 18 of that same document (see the instructions below on page 4 and the form at pages 6-7 below). If damages exist other than those recorded on the Premises Condition/Inventory, ask your landlord to provide you with cost estimates. If you don’t agree with damages/charges or feel cost estimates are unfair, it is in your best interest to immediately notify the Housing Office. The Housing Office will assist in mediating the matter before the final inspection.

Home Fuel Utilities: If you have utilities set up with Home Fuels, see **Section 2** of this packet.

Utilities/Water/Garbage/Sewage: All bills must be paid in full. If you have not paid bills on a regular basis, be prepared to pay them all at once prior to your final inspection.

- If any utility bills are in your landlord’s name, ask your landlord to provide you with all outstanding bills (water/sewage/garbage/boiler/electric/gas) in order to settle payments before your final inspection. Get a receipt of payment.
- If any utility bills are under your name, you must go to the water company/city hall to close your contract, pay the final bill and bring in receipts. Utility companies are normally open in the morning for business, and many public offices may be closed between 1230-1530 pm. Please plan accordingly.

Damage to Premises: If you have caused damages to the premises, you will need to have all repairs made and approved by the landlord. You can also request the landlord to get cost estimates and perform the repairs. The cost can be deducted from your security deposit. You should approve the cost estimate provided by the landlord before agreeing to accomplish/pay for the repairs.

Damage to Premises by Contractor: If a TMO (household goods delivery) or FMS (loaner furniture/appliances) contractor causes damage to your unit you must annotate the damage on the contractor’s paperwork before you sign their release agreement form. For FMS contractor damage see **Packet 3, Section 4**, for filing claim. For TMO contractor damage, follow these steps:

- Annotate all damages on contractor documentation before signing release. Keep a copy and take pictures of damages
- Notify TMO of the damages
- Notify the landlord of the damages and request landlord to get cost estimate for repair
- File claim through TMO
- When the claim is approved, the Landlord accomplishes the repairs
- Pay the Landlord

You will be held liable for any damage caused by contractors that is not documented before they leave the premises. Contact TMO and FMS for additional information.

Documentation: Do not pack or ship your rental lease, inventory/inspection form, receipts and paid utility bills. You may need them prior to your departure.

Cleaning Requirements: The house should be returned to the landlord in the same condition as you received the house. Please use the following guide to help you prepare for your final inspection. This is not an all-inclusive list and there may be slight differences depending on your particular circumstances.

- **General:** Remove unauthorized or self-installed TV/telephone extensions, satellite systems, sheds, fences, patio extensions, security lights, decorative items, ceiling fans, etc.
- **Remove Belongings:** Remove all personal belongings, including all unwanted items, garden pots, etc.
- **Remove Trash:** Remove all trash, automobile parts and debris. Contact the Aviano Recycling Office at 632-2511 to determine how to properly dispose of unwanted items. They may be able to schedule appointments for pick-ups of bulky items if the service is available in your community. Do not hire someone to haul and dispose of items for you as these individuals may just abandon the items somewhere and you may face expensive fines. Bringing trash on base is prohibited.
- **Stove/Oven:** Remove food particles, decals and adhesive residue. Remove excessive grease. Do not use oven cleaner to clean exterior surfaces.
- **Refrigerator:** Unplug refrigerator and leave door open. Remove food, decals, adhesive residue and wipe down.
- **Dishwasher:** Remove all personal kitchenware, food particles from dishwasher filter. Remove decals, adhesive residue and wipe down.
- **Kitchen:** Remove all food particles from sink and all cabinets and wipe down. Remove all cleaning products from bottom cabinet.
- **Bathrooms:** Remove anti-slip decals or rubber matting from bathtub and/or shower. Remove all cleaning products, soaps, medicines and personal items and wipe clean. Replace broken, loose or cracked toilet seat. Replace old, stretched, broken shower hoses. This must be done prior to the final inspection.
- **Walls/Windows/Window Wells:** Remove decals, decoration borders and adhesive residue, crayon and scuff marks. Do not remove nails or hooks from the walls. Remove all self-help installed screens including Velcro tape and glue residue or any other kind of fastening materials. Clean window wells.
- **Floors/Patios/Parking Areas/Garage:** Sweep and mop all floors. Remove all automotive stains.

Final Inspection: You want your deposit returned and the Landlord expects to receive the house in the same conditions and cleanliness it was handed to you at the beginning of the rental lease (except for wall paint if paid upfront).

Landlord's Release: At your final inspection have all keys and any remotes readily available. If everything is in satisfactory condition, you must have the landlord sign the Landlord's Release Letter, page 8 below (see the instructions below on page 4). At this time he/she should return the security deposit or you pay for any damages. In lieu of the Release Letter you may also use the back of your original Premises Condition/Inventory, Block 17 (page 6-7 below). Provide one of these documents signed by your landlord to the Housing Office. The Housing Office will NOT clear you out of Virtual without the landlord's written release.

Virtual Outprocessing: Housing will not sign off on any out-processing paperwork, including virtual out-processing, until all required items are completed.

- Landlord's Release Letter
- If utilities bills in your name with private company, bring payment receipts

Instructions for completing Rental Lease Termination Notice (shown on page 5 below):

- The boxes are self-explanatory
- You need to inform the landlord of the date and time for the pre-inspection as well as the final inspection
- Sign the letter and send registered mail to the landlord or hand deliver to get signatures
- Landlord must sign acknowledging receipt
- The form reminds the landlord to provide you any bills for which you are responsible as well as return of security deposit upon completion of Landlord's Release Letter (page 8)
- Suggest you provide a copy back to the landlord for their records

Instructions for completing Blocks 17 and 18, Premises Condition Inventory (shown on pages 6-7 below):

- Block 17: TO BE COMPLETED AT TIME OF TERMINATION
 - Quarters Condition: Check block "has changed" or "has not" changed
 - a. Rent Until: Date rent is to end
 - Cost: Prorated cost to be paid
 - b. Utilities Due: List type of utilities due, i.e. water, garbage, etc.
 - Cost: Cost to be paid
 - c. Damages: List damages that landlord will repair.
 - Cost: Cost to be paid or deducted from security deposit
- Block 18: Landlord signs and accepts the unit and releases you from further obligation
 - a. Landlord printed name
 - b. Landlord signature
 - c. Date: DD/MM/YYYY

Instructions for completing Landlord's Release Letter (shown on page 8 below):

- Landlord name
- Tenant Name: Your name
- Unit Address:
 - Apt
 - House No.
 - Street Name
 - City
- Release Block: This certifies that the above Landlord has no claims for damages/payments
- Remarks Section: Anything pertinent
- Tenant Authentication:
 - Printed Name
 - Signature: You sign
 - Date
- Landlord Authentication:
 - Printed Name
 - Signature: Landlord signs
 - Date: DD/MM/YYYY

RENTAL LEASE TERMINATION NOTICE
(NOTIFICA DI DISDETTA CONTRATTO DI LOCAZIONE)

By Registered Mail (Raccomandata A.R.)	LANDLORD (LAST and FIRST NAME) (Cognome e nome del locatore)
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In accordance with our rental lease agreement, this is to notify you that I have received orders and I will move out of the house located at:
(Con la presente e in accordo con le norme che regolano il contratto di locazione da noi stipulato, le notifico che ho ricevuto ordini di trasferimento e che lascerò i locali situati a:)

APT NO. (App.to numero)	HOUSE NO. (Numero civico)	STREET NAME (Via)	CITY (Città)
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I would like to perform a pre-inspection of the above quarters on: (Desidero effettuare assieme una pre-ispezione dei suddetti locali in data:)	DATE (Data)	TIME (Ora)
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Please supply me with copy of bills I may be responsible for, such as water, garbage, registration and cancellation of the contract and/or other expenses. I wish to remind you that the day of the final inspection, the return of the security deposit, if paid, including interests, is to be arranged.
(La prego inoltre di farmi avere al piu' presto la lista di quanto eventualmente da me dovuto per acqua, immondizie, registrazione contratto, cancellazione contratto, pittura e/o altri conteggi che siano di mia responsabilita'. Desidero inoltre ricordarle che alla data dell'ispezione finale, dovremo concordare la restituzione del deposito, se pagato, con i relativi interessi.)

I would like to perform a final-inspection of the above quarters and the return of the keys on: (Desidero effettuare assieme l' ispezione finale e la consegna delle chiavi dei suddetti locali :)	DATE (Data)	TIME (Ora)
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TENANT AUTHENTICATION (Autenticazione del conduttore)		
PRINTED NAME (Nome in stampatello)	SIGNATURE (Firma)	DATE (Data)

Landlord's signature for acceptance and receipt if hand delivered.
(Firma del proprietario per accettazione e ricevuta, se consegnato a mano)

LANDLORD AUTHENTICATION (Autenticazione del locatore)		
PRINTED NAME (Nome in stampatello)	SIGNATURE (Firma)	DATE (Data)

(ATCH 1) CONTRACT TERMINATION NOTICE – AVIANO AB – ITALY

RENTAL LEASE TERMINATION NOTICE
(NOTIFICA DI DISDETTA CONTRATTO DI LOCAZIONE)

By Registered Mail (Raccomandata A.R.)	LANDLORD (LAST and FIRST NAME) (Cognome e nome del locatore)
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APT NO. (App.to numero)	HOUSE NO. (Numero civico)	STREET NAME (Via)	CITY (Città)
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I would like to perform a pre-inspection of the above quarters on: (Desidero effettuare assieme una pre-ispezione dei suddetti locali in data:)	DATE (Data)	TIME (Ora)
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Please supply me with copy of bills I may be responsible for, such as water, garbage, registration and cancellation of the contract and/or other expenses. I wish to remind you that the day of the final inspection, the return of the security deposit, if paid, including interests, is to be arranged.
(La prego inoltre di farmi avere al piu' presto la lista di quanto eventualmente da me dovuto per acqua, immondizie, registrazione contratto, cancellazione contratto, pittura e/o altri conteggi che siano di mia responsabilita'. Desidero inoltre ricordarle che alla data dell'ispezione finale, dovremo concordare la restituzione del deposito, se pagato, con i relativi interessi.)

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TENANT AUTHENTICATION (Autenticazione del conduttore)		
PRINTED NAME (Nome in stampatello)	SIGNATURE (Firma)	DATE (Data)

Landlord's signature for acceptance and receipt if hand delivered.
(Firma del proprietario per accettazione e ricevuta, se consegnato a mano)

LANDLORD AUTHENTICATION (Autenticazione del locatore)		
PRINTED NAME (Nome in stampatello)	SIGNATURE (Firma)	DATE (Data)

(ATCH 1) CONTRACT TERMINATION NOTICE – AVIANO AB – ITALY

PREMISES CONDITION / INVENTORY (ITALY) (INVENTARIO-STATO DEI LOCALI)					1. DATE (DDMMYY) (Data GGMMAA)	
<p><i>AUTHORITY: 10 U.S.C. 9775 (FO32 AF CE D). Quarters assignment guidance. PRINCIPAL PURPOSE: To document the rental agreement between the landlord and military member. ROUTINE USES: Personal information is used to establish individual files of community support housing tenants. Also used to input data for automated products which in turn are used to mechanically forecast projected community negotiation of a rental agreement or entitlement to housing furniture. In addition to those disclosures generally permitted under 5 U.S.C. 552a(b) of the Privacy Act, these records or information contained therein may not be disclosed by the base housing office outside the DOD. DISCLOSURE: Voluntary.</i></p>						
2. PROPERTY ADDRESS (Indirizzo)				3. TYPE OF INSPECTION (Tipo Ispezione)		
				<input type="checkbox"/> CHECK IN (Ingresso) <input type="checkbox"/> CHECK OUT (Rilascio)		
4. LANDLORD'S / AGENT'S NAME (Nome Locatore - Agenzie)					5. PHONE NUMBER (Telefono)	
6. TENANT'S NAME (Last, First, Middle Initial) (Nome Locatario)					7. PHONE NUMBER (Telefono)	
8. METER READINGS (Letture Contatori UtENZE)						
	OIL (Gasolio)	LPG (GPL)	WATER (Acqua)	MISCELLANEOUS (Varie)		
START (Entrata)						
END (Uscita)						
9. CONDITION CODES (Legenda)						
BR: BROKEN (Rotto)	BU: BURNED (Bruciato)	CR: CRACKED (Incrinato)	N: NEW (Nuova)	OL: OLD (Vecchio)		
MO: MOLDY (Ammuffito)	SO: SOILED (Unto)	SC: SCRATCHED (Graffiato)	G: GOOD (Buono)	DT: DENTED (Scheggiato/Ammaccato)		
ST: STAINED (Macchiato)	TO: TORN (Strappato)	WA: WARPED (Deformato)	F: FAIR (Discreto)	WW: WOODWORM DAMAGE (Tartarato)		
10. KITCHEN (Cucina)						
	Condition (Condizione)	Quantity (Quantità)		Condition (Condizione)	Quantity (Quantità)	Miscellaneous Items (Varie)
Floor (Pavimenti)			Walls (Rivestimenti Pareti)			
Sink (Lavabo)			Ceiling (Soffitto)			
Window (Finestra)			Wiring outlets (Prese di Corrente)			
Windowsills (Davanzali)			Light Fixtures (Lampadari)			
Curtains (Tenda)			Plumbing Fixtures (Impianti Idraulici)			
Blinds/Shutters			Fridge/Freezer (Frigida/Freezer)			
Mosquito Screens (Zanzariere)			Range/Oven (Piano Cottura-Forno)			
Doors (Porte)			Dishwasher (Lavastoviglie)			
Cabinets (Basi/Pensili)			Countertop (Piano di Lavoro)			
11. LIVING ROOM - DINING ROOM (Soggiorno-Sala da Pranzo)						
	Condition (Condizione)	Quantity (Quantità)		Condition (Condizione)	Quantity (Quantità)	Miscellaneous Items (Varie)
Floor (Pavimenti)			Walls (Rivestimenti Pareti)			
Windows (Finestre)			Ceiling (Soffitto)			
Windowsills (Davanzali)			Wiring Outlets (Prese di Corrente)			
Curtains (Tende)			Light Fixtures (Lampadari)			
Blinds/Shutters (Tapparelle/Scuri)			Doors (Porte)			
Mosquito Screens (Zanzariere)						
12. BATHROOMS (Bagni)						
	Condition (Condizione)	Quantity (Quantità)	BATHROOM 1 (Condizione)	Quantity (Quantità)	BATHROOM 2 (Condizione)	Quantity (Quantità)
Floor (Pavimenti)						
Walls (Rivestimenti Pareti)						
Windows (Finestre)						
Windowsills (Davanzali)						
Blinds/Shutters (Tapparelle/Scuri)						
Mosquito Screens (Zanzariere)						
Doors (Porte)						
Wiring outlets (Fili-Prese Corrente)						
Light Fixtures (Lampadari)						
Bath Tub (Vasca da bagno)						
Shower (Doccia)						
Toilet (WC)						
Sink (Lavabo)						
Mirror/Cabinet (Specchio-Armadietto)						

(OVER)

13. BEDROOMS (Camera da letto)								
	Room 1 (Camera 1)		Room 2 (Camera 2)		Room 3 (Camera 3)		Room 4 (Camera 4)	
	Condition (Condizioni)	Quantity (Quantità)	Condition (Condizioni)	Quantity (Quantità)	Condition (Condizioni)	Quantity (Quantità)	Condition (Condizioni)	Quantity (Quantità)
Floor (Pavimenti)								
Window (Finestre)								
Window sills (Davanzali)								
Curtains (Tende)								
Blinds/Shutters (Tapparelle/Scuri)								
Mosquito Screens (Zanzonere)								
Doors (Porte)								
Keys (Chiavi)								
Ceiling (Soffitti)								
Wiring Outlets (Fid-Prese Corrente)								
Light Fixtures (Lampadan)								
Walls (Rivestimenti Pareti)								
Wardrobes (Armadi)								
Other (Altro)								
Other (Altro)								

14. OTHER AREAS, ITEMS AND EXTERIOR (Esterni, aree annesso)					
	Condition (Condizioni)	Quantity (Quantità)		Condition (Condizioni)	Quantity (Quantità)
Intercom (Citofono)			Carport (Tettoia Auto)		
Mail Box (Cassetta Posta)			Terrace - Patio (Terrazzo-Portico)		
Pedestrian Gate (Cancellotto)			Balcony (Terrazzino)		
Front Door (Porta Ingresso)			Garbage Containers (Contenitori Differenziata)		
Driveway Gate (Cancello Carraio)			Exterior Paint (Pittura Esterna)		
Driveway (Viale Carraio)			Shrubs - Bushes (Siepi-Cespugli)		
Garage Door (Portone Garage)			Trees (Alberi)		
Garage Floor (Pavimento Garage)			Perimeter Fence (Recinzione)		
Front Door Keys (Chiavi Ingresso)			Garage Remotes (Telecomandi Garage)		
Garage Door Keys (Chiavi Garage)			Gate Keys (Chiavi Cancello)		
Gate Remotes (Telecomandi Cancello)			A/C Remotes (Telecomandi Condizionatori)		
Other (Altro)			Other (Altro)		

15. REMARKS (Annotazioni)

16. I HEREBY STATE THAT THE ABOVE INFORMATION IS CORRECT AND ALL PARTIES INVOLVED ARE IN FULL AGREEMENT.
(Dichiaro che le informazioni sopra riportate sono corrette e pienamente accettate dalle parti)

a. PRINTED NAME OF TENANT (Last, First, Middle Initial) (Nome Locatario)	b. SIGNATURE (Firma)	c. DATE (DDMMYY) (Data GGMMAA)
d. PRINTED NAME OF LANDLORD (Nome Locatario-Agente)	e. SIGNATURE (Firma)	f. DATE (DDMMYY) (Data GGMMAA)

17. TO BE COMPLETED AT TIME OF TERMINATION
(Da Completarsi al termine della locazione e restituzione dell'alloggio)

QUARTERS CONDITION (Condizioni Alloggio)
 HAS CHANGED (Sono Cambiate) HAS NOT CHANGED (Non Sono Cambiate)

a. RENT UNTIL (Affitto Pagato Fino a)	COST (Importo)
b. UTILITIES DUE (Utenze Dovute)	COST (Importo)
c. DAMAGES (Danni)	COST (Importo)

18. WITH MY SIGNATURE, I VERIFY THAT ALL DEBTS HAVE BEEN SETTLED AND I HAVE NO FURTHER CLAIM AGAINST THE TENANT NEITHER NOW OR IN THE FUTURE.
(Con la mia firma dichiaro che tutti i debiti sono stati saldati, e che non vanto né ora né in futuro richiesta alcuna nei confronti del locatario)

a. PRINTED NAME OF LANDLORD (Nome Locatario-Agente)	b. SIGNATURE (Firma)	c. DATE (DDMMYY) (Data GGMMAA)
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LANDLORD'S RELEASE LETTER
(DICHIARAZIONE DI RILASCIO DEL PROPRIETARIO)

LANDLORD (LAST and FIRST NAME) (Cognome e nome del locatore)

TENANT (LAST and FIRST NAME) (Cognome e nome del conduttore)

UNIT ADDRESS
(Indirizzo dell'immobile)

APT NO. (App.to numero)

HOUSE NO. (Numero civico)

STREET NAME (Via)

CITY (Città)

This is to certify that the above Landlord has no claims from his/her Tenant/s for the above quarters, neither for damages, back payments or pending bills neither now nor in the future.
(Si certifica che il sopra indicato locatore non vanta alcuna pendenza nei confronti del conduttore per i suddetti locali, né per danni, pagamenti retroattivi o bollette sospese ne ora ne in futuro.)

REMARK SECTION (Note particolari)

TENANT AUTHENTICATION
(Autenticazione del conduttore)

PRINTED NAME (Nome in stampatello)

SIGNATURE (Firma)

DATE (Data)

PCS DEPARTURE DATE – IF APPLICABLE (Data di Partenza)

NEW ADDRESS – IF MOVING TO OTHER QUARTERS (Nuovo indirizzo)

LANDLORD AUTHENTICATION
(Autenticazione del locatore)

PRINTED NAME (Nome in stampatello)

SIGNATURE (Firma)

DATE (Data)

RELEASE LETTER – AVIANO AB – ITALY

TERMINATION OF UTILITIES

Out Processing Home Fuels:

- Please visit <https://www.avianohomefuels.com> approximately **two weeks prior** to turning the keys over to your landlord. Click the Out-Processing/Stop Services icon and complete the online request form to initiate your out-processing request. Your utilities will not be closed at this time. We will use the information you provide to track your out-processing.
- Once you have completed the online request, we will tentatively schedule your final out-processing for the day you clear the home with your landlord. We will send you an email with detailed instructions. The email will include an Account Closure form and Electronic Funds Transfer (EFT) form to be completed by you, as well as a letter for your landlord should they wish to transfer the utilities to their name under a private contract to avoid having the utilities shut off.
- Be sure to follow the instructions in the email provided. You will be expected to return your out-processing documents via email to our organization box on the day you clear your residence or the first business day thereafter. The required documents include the completed Account Closure form, EFT, and copy of your orders. If emailing the documents is not feasible, call 0434-305083, option 1 to schedule a drop off.
- Once we receive the required out-processing documents, we will do one of the following.
 1. If the landlord has requested to transfer the utilities in their name, we will monitor the transfer to verify they completed the transfer in a timely manner
 2. If a new American tenant is scheduled to move in and they have provided us the required documents, we will have the utilities transfer into their name.
 3. If options 1 or 2 do not apply, we will submit to have the utilities closed.
- Additionally, we will move you out of Starnik, turn off your program fees, and clear you from vMPF. You will still be able to login to Starnik to pay your due balance and remaining bills as they are received from the companies and applied to your account.
- Keep in mind, some companies do charge closing fees. The gas closing fee is approximately \$33. There are no closing fees for electricity
- It will take approximately 2 months from the time we close your account with the utility company to receive and apply your final bills; however, based on the company's billing cycle and/or procedures, it can take up to 6 months. Once your final bills have been applied, should you have a credit balance remaining on your account after it has been settled with the utility provider, Home Fuels will use the EFT form you provided to refund your balance.

Gasolio (Home Heating Fuel): Check your rental lease. If you are required to leave heating fuel in the tank, make sure you order it prior to your clearance date. Gasolio customers are allowed to place a **one-time**, special order for 500 liters. A copy of your orders must be provided to complete the purchase

LPG/Propane: This is not managed by Home Fuels. If you are required to leave LPG in the tank, make sure you order it prior to your clearance date.

Transferring to New Tenants: You will need to provide us meter readings/photos to complete the transfer. The readings/photos will need to be current and relative to the time of the transfer. This is especially true for Natural Gas transfers. Electricity reading can often be pulled remotely at the time the transfer is made; however, we strongly advise you to send us reading and photos to verify the readings are within an acceptable tolerance.

Landlord Taking Over Utilities: This is 100% the landlord's responsibility to request the utilities in their name from the utility provider in a timely manner. Failure to do so will result in the utilities remaining in your name until the transfer is completed. We will do our best to monitor the process and we will request to close the utilities after 10 business days if the landlord doesn't complete the transfer.

Gas Meter on the Property (Not Accessible): If the technician needs access to the property to close your meter, notify Home Fuels via your out-processing request by requesting a gas closure prior to your final out-processing. We will try to request the closure between your move out and date you turn your keys over to your landlord. The goal is to have the technician attempt to close the gas meter prior to you departing the area. This will allow you to coordinate with Home Fuels and your landlord to be physically present when the technician arrives to close the meter. The technician will not enter the property unattended. You will be responsible for any consumption and fees until the meter is properly closed.

Minimize Utility Cost After You Move Out: Just because you moved out doesn't mean your utilities are cleared. Your utilities are cleared once they are closed by the utility providers. Electric and Gas utilities can take up to 10 business days from the date of your request for closure. Gas closures can take longer if the meter is not easily accessible, requiring someone with access to the property to accompany the technician. To help minimize usage after moving out, turn off your breakers and close your gas valve.

Managing Utility Bills that Arrive After Departing: Be sure to maintain your access to Starnik and continue to monitor your account activity each month to ensure any posted bills are paid on time. Again, it will take approximately two months (up to 6 months) to receive and apply your final bills after we have requested to close your account. If you have any questions down the road, please submit your question at <https://www.avianohomefuels.com>. A representative will research your question and provide you a response.

Estimated Payment is not the Final Billing: You may be required to pay an estimation at the time of your out-processing. The estimation calculates unbilled consumption allows you to prepay for expected invoicing. It is an estimate and will not represent actual amounts on final bills; however, it will offset the cost so you will not have to worry about any large bills after you have departed. Please be aware that the estimate is not your Final Bill.

Contact Information: Make sure you provide good contact information upon out-processing and know how to contact Home Fuels for any questions or concerns. The easiest way to contact us after you depart is via <https://www.avianohomefuels.com> or email 31fss.homefuels@us.af.mil. Alternatively, you may call DSN: 314-632-5083, option 1 during our business hours.

DEPARTURE TLA/TQSA

(Temporary Lodging Allowance for Military Temporary Quarters Subsistence Allowance for Civilians)

Regulations: The regulations governing TLA are DoD FMR 7000.14-R, Vol 7A, Ch. 68 and USAFE-USAF 65-104, *Providing Temporary Lodging Allowance in USEUCOM*. These publications define your allowance. Refer to **Packet 1, Section 3** for HHQ and Wing policy. The regulations governing TQSA are in DoDI 1400.25, Civilian Personnel, Volume 1250 and DSSR, Department of State Standardized Regulation, Section 031.1; TQSA rules are in DSSR Section 120.

Departure TLA: The purpose of departure TLA is to allow you to prepare the house for the final inspection and return it to the landlord in the same condition you received the house. The TLA departure period for military should not exceed the last 10 days before the day the member departs the permanent duty station in compliance with a PCS order. OHA continues until lease is terminated – up to 10 days for military and 30 days LQA for civilians. You should make lease termination arrangements that maximizes the stay in leased housing. The Furnishing Management Section (**Packet 5, Section 4**) is here to assist you in the area of temporary loaner furnishings after your household goods are gone (just like the support provided upon your arrival).

Departure TLA Claim: Your departure TLA claim must be submitted at your losing installation (Aviano AB). Instructions on page **2**.

Military TLA Timeline: To determine the ten TLA days authorized, count backwards from your departure date (departure day doesn't count). Departure TLA days must be consecutive, i.e. leave in between TLA is not authorized.

Mil to Mil TLA: Military married to military members are not allowed cumulative days of TLA (not 20 days). Military married to military members are required to claim their own TLA which allows one member to receive reimbursement for lodging and meals and the other member will receive meals only. Departure TLA days must be consecutive, i.e. leave in between TLA is not authorized.

Civilian Employees TQSA: You are authorized TQSA for up to 30 days for temporary quarters (including meals). Please contact Civilian Personnel Office for TQSA processing at DSN 632-7291. Your departure TQSA claim must be submitted to Aviano CPO. You can pay your TLF bill in advance to assist in processing your TQSA prior to your departure.

Short Term Lease Contract: A Short Term Lease Contract is not an option upon departure.

Departure TLA Extension: Authority to approve/disapprove departure TLA extension rests with 31 FW/CC. TLA extensions may be approved if you are delayed for one of the following reasons as it is beyond your control (not your fault or the fault of your dependents):

- Duty-related demands delayed port call
- Illness prevents you or one of your dependents from traveling. In this situation, a doctor's certification is required

TLA is not intended and must not be used for personal enrichment or for other than the purpose intended. Sample extension memo is page **4** of this Section that must be accompanied with the Timeline Memo at page **5**.

Disapproved TLA Extension: Departure TLA extensions will be disapproved if delay was due to:

- Personal inconvenience to you or dependent is never a determining factor
- You vacated the quarters early for personal reasons
- You delayed your port call or airline reservations for personal reasons

How to file a Departure TLA Claim: Please provide the Housing Office with copies of the following items:

- One copy of the lodging PAID RECEIPT. If residing with a friend you can only claim "MEALS ONLY", meal receipts are NOT required
 - One copy of PCS orders/amendments
- If staying off base, copy of 31FSS/SVML's Contract Lodging Authorization Sheet

Non Eligibility for TLA: TLA extensions are not authorized if you delay your port call or airline reservations or if you vacate quarters early for personal reasons. TLA is not authorized if you are on leave out of the country where stationed, on permissive TDY, or if hospitalized, unless command-sponsored dependents remain in the vicinity of the PDS.

<LETTERHEAD>

<DATE>

MEMORANDUM FOR 31 CES/CEIH

FROM: <Your name>

SUBJECT: Additional Departure TLA Request due to Circumstances beyond my Control

1. Request authorization for Departure TLA extension for __ days (from____ to _____).
I was unable to leave on scheduled date of departure due to circumstances beyond my control.

2. <Describe in detail circumstances beyond your control. Examples included unexpected withdrawal of your PCS orders; duty-related demands delayed port call; illness prevented you or one of your dependents from traveling. In this situation, a doctor's certification is required. Include any other documents you feel necessary to support your request>

3. Following dates are provided as additional justification for my extension request.

Date of assignment notification	
Date landlord was notified of intent to vacate house	
Date of assignment cancellation (if applicable)	
Date of pre-inspection with the landlord	
Date moved into TLF or off base if no availability on base	
Date HHGs were picked up	
Date house was cleaned	
Date the Housing Office was notified of your departure	
Date of final inspection (Lease Termination) with the landlord	
Original scheduled date of departure	
Date(s) of extension request	
Date extension request was provided to Housing Office	
Date of projected departure	

4. Please contact me with any questions or concerns at _____.

<your signature block>

__ Atch_
<as applicable>

1st Ind., (squadron commander)

Concur.

<Commander's signature block>

FURNISHINGS MANAGEMENT SERVICES

Furnishing Management Section (FMS): Furnishings Management Section (FMS) is here to assist you in the area of temporary loaner furnishings as you prepare to leave your house. This Section will provide you with the necessary information for using our services and assist you in complying with FMS requirements. For additional information, please contact the FMS at DSN 632-2272 or Commercial 0434-30-2272; e-mail 31CES.CEIFH.FMS@US.AF.MIL

Schedule a Pick-Up: Personnel must notify FMS at least 5 working days in advance for pickup of furnishings/appliances due to the demand for truck space. During the peak season, May - Sep, at least 10 working days' notice is required. Pickups and deliveries cannot be accomplished on Italian holidays/down days as the delivery is contracted to a local Italian firm.

Transfer of Items: Transfers are possible between current tenants and future tenants only if both individuals are the same marital status (accompanied service members to accompanied; unaccompanied to unaccompanied). First, both parties must do an inventory together. Next, the individual requesting the transfer should have a finalized housing contract. Both member go to FMS together to process transfer.

Canceling a Scheduled Appointments: If an appointment must be cancelled, a 72-hour notice must be given to FMS, DSN 632-2272 (commercial 0434-30-2272). All appointments are from 0800 – 1700 hours. For missed appointments, you will incur a \$300 rescheduling fee as this is a contractor.

Cleaning Standards: At the time you schedule your pick-up, you will be given guidelines for the cleaning standards and you will sign for receipt. See a sample copy at page 3 below.

Pickup Service: Please advise FMS of any unusual circumstances which may affect our service, such as inoperative door bells, names on door bells, roads blocked, residences having no number, etc.

- **Appointment time:** The contractor assigned to your pickup will normally have several stops to make. Difficulties can be encountered in locating some residences and, therefore, only the exact day of pickup can a time be established. You must be home between 0800 - 1700 for the appointment. However, if you call FMS at 632-7482 or 0434-30-7482 (warehouse) on the day of your scheduled appointment at 0800, we can estimate which part of the day services will be provided. For missed appointments, you will incur a \$300 rescheduling fee as this is a contracted service.
- **Inspect Furnishings:** Upon arrival at your residence, the contractor will perform a joint inspection with you or your designated representative of all furnishings received. Items picked up should be clean and in serviceable condition. If it is determined that the items are not cleaned properly, damaged or missing, you will be required to sign the Pick Up Status Form at page 4.
- **Appliances:** The appliance disconnection may not occur simultaneously with the pick-up of furnishings but disconnection will be accomplished before the moving contractor departs. This is all coordinated by FMS. Usually appliance repair techs follow the trucks and they unhook at that time. It is possible they may arrive earlier to unhook.

Damage or Cleaning Charges: It is your responsibility to ensure that furnishings are serviceable and clean prior to turn-in, especially ovens and refrigerators. If the item is not thoroughly clean or is broken, items will be picked-up, but the contractor annotates the condition and reports the unacceptable condition to FMS. FMS will contact the member for reimbursement, e.g., \$30 cleaning fee or damage costs. If you choose to pay cash or check, FMS will prepare a Cash Collection Voucher (DD Form 1131) and you will take to it Finance, pay the amount due and return a signed DD 1131 back to FMS. If you choose to make payments, FMS will prepare a DD Form 139, Pay Adjustment Authorization, which you must sign and then FMS will provide the DD Form 139 to Finance for processing. After one of the above forms are completed, FMS will clear you out of Virtual. Samples of these forms are found at pages **5** and **6** below.

Loss, Damage or Destruction of Government Property: All personnel authorized support with government furnishings is responsible for the care and control of furnishings issued to them. Individuals will be held liable for the loss, damage or destruction of government furnishings if determined to be caused by negligence, improper use or lack of supervision of dependents, guests and pets. Government-owned furnishings that are damaged or destroyed and paid for by you, will remain the property of the United States Government.

Contractor Damage to House: It's very important for you to inspect your house for possible damages before the truck leaves. If a FMS contractor causes damage to the premises, you must annotate the damage on their paperwork before you sign the Quality Questionnaire (See **Packet 3, Section 4, Page 13**). You will be held liable for any damage caused by contractors that is not documented before they leave the premises. The landlord should be involved in this entire process both before and after repairs are made since you need the landlord to accept any repairs completed. Please be aware that you should not make any repairs until the moving company contacts you and the damages are inspected. Follow these steps:

- You should annotate any damages to the premises on the contractor's Quality Questionnaire. See **Packet 3, Section 4, Page 13** for contractor's form. This form will be provided by the crew chief before the truck leaves. Describe any facility damages caused by the crew. Keep a copy and take pictures.
- Call the moving contractor "Roiatti" at 0434-573-040 to report the damages. If you are unable to call Roiatti, the landlord can call on your behalf.
- Notify the landlord immediately of the damages
- If major damage occurred, an insurance adjuster will come out and inspect the damages and determine cost and method of repairs. The landlord must agree.
- If only minor damages occur, personnel from the moving company will make the repairs. Remember the landlord must accept the repairs.

Virtual Out-Processing: Before the Furnishing Management Section can clear you out of virtual, all claims and debts must be settled prior to your departure.

FURNISHINGS MANAGEMENT SECTION CLEANING STANDARDS

The following guidelines are furnished to help you to turn in government issued furnishings and appliances. All items must be returned clean, in accordance with FMS standards.

WASHING MACHINE AND DISHWASHER

Washer tub must be wiped out. Ensure the edge of the tub and the rubber seal on the door is clear of all soap/suds residues. Hot/cold water hoses and drain hose must be un-hooked. On European models you are also required to clean the soap drawer and the filter.

DRYER

Clean lint trap/filter on the inside of the door with the vacuum cleaner; rinse the condenser filter at the bottom of the front of the dryer. Wipe exterior to remove grease or dirt.

REFRIGERATOR

Refrigerator interiors must be wiped out with a mild cleaner (baking soda), aired out, and any residue cleaner wiped clean. Defrost the refrigerator at least one day before pick-up. Do not use any sharp utensils such as a knife or screwdriver to remove ice from the freezer. Clean door seals with a mild soap and water. Leave refrigerator, doors open if the refrigerator is unplugged to avoid buildup of mold. Remove evaporator pan from the bottom of the refrigerator and clean it thoroughly. Remove all cobwebs and any other dust accumulation from the grill behind the refrigerator.

STOVES

Appliance must be free of any grease, stains or encrusted food, including the top, sides, front and rear, underneath the burners, behind the knobs and hinges. For the inside of the oven we recommend you use dry steel wool, **do not use the steel wool on the outside**. Oven racks, drip pans and broiler pan and the burner cover at the bottom of the oven should be removed and cleaned. The glass on the oven door should be cleaned inside and out.

MICROWAVE

Microwave must be free of grease, stains or encrusted food including the top, sides, front panel, front and rear. The interior/exterior and cooking plate should be wiped with a mild soap.

KITCHEN CABINETS

Must be emptied before pick-up, cleaned inside and out including shelves and baseboard, free of any grease, stains or encrusted food and doors left open for airing.

WARDROBES

Must be emptied and wiped down, cleaned inside, outside, top and rear.

TRANSFORMERS

Must be cleaned of any grease.

SOFA & EASY CHAIRS

Must be vacuumed front and back and between cushions, all other furnishings must be dusted.

MATTRESS PADS

Mattress pads must be laundered before returning to FMS.

The contractor Crew Inspector will determine if items are acceptable for turn in. If not, you will be required to sign acknowledgement and agree to contact FMS to determine payment of cleaning, missing or damage fees incurred.

SIGNATURE

DATE

PICK UP STATUS FORM

<u>Long Term Furnishings</u>	<u>Temporary Loaner Furniture</u>
Washer	Dining Table
Dryer	Dining Chairs
Refrigerator	Couch
Stove	Easy Chair
Wardrobes	Coffee Table
Transformers (1,000/1,600/2,000 Watts)	End Table
Decoder (Double Bed
Microwaves	Single Bed
	Crib
	High Chair
	Chest Of Drawers
	Night Stand

THE BELOW ITEMS WERE INSPECTED AND FOUND SUBSTANDARD OR MISSING. MEMBER WILL BE CHARGED, IF NECESSARY:

CLEANING STANDARDS NOT MET: (ARTICOLI NON PULITI)

Items: _____

MISSING ITEMS: (ARTICOLI MANCANTI)

Items: _____

DAMAGED ITEMS: (ARTICOLI DANNEGGIATI)

Items: _____

I WILL CONTACT THE FMS OFFICE (DSN: 632-7482/7872/2992) TO ARRANGE TO PAY FEES FOR THE ITEMS LISTED ABOVE.

PRINTED NAME	MEMBERS SIGNATURE	DATE
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PAY ADJUSTMENT AUTHORIZATION			NOTE: If member has been transferred, forward this authorization to the officer currently maintaining the member's pay record.				
MEMBER (Last name) (First) (Middle)			SSAN	GRADE/RANK/RATE	BRANCH OF SERVICE	DATE	
PAY GRADE NO.	LAST PAY RECORD EXAMINED	AMOUNT	APPROPRIATION DATA				
FROM 31CES/CEIHF AVIANO AB ITALY			NAME OF ACCOUNTABLE D O				
			SYMBOL NO.		G A O EXCEPTION CODE		
TO					YOU ARE HEREBY AUTHORIZED TO		
					<input type="checkbox"/> CHARGE <input type="checkbox"/> CREDIT THE MILITARY PAY RECORD OF THE MEMBER LISTED ABOVE		
EXPLANATION AND/OR REASON FOR ADJUSTMENT							
The above adjustment is based on a thorough examination of all available records. If the Disbursing Officer has knowledge that a previous adjustment has been made or why the adjustment should not be made for the same item, this authorization should be returned with a brief statement of the reason for failure to make adjustment.							
FROM			CERTIFYING OFFICER (Name, rank/grade, and signature)				
C E R T I F I C A T E	I CERTIFY that the adjustment indicated above has been entered on the above-named member's Military Pay Record. (If adjustment has not been entered, give explanation on reverse over D.O.'s signature and symbol number.)						
	TO					TYPED NAME AND GRADE OF D O	
						D O SYMBOL NO	DATE
	SIGNATURE						

CASH COLLECTION VOUCHER		1. DISBURSING OFFICE COLLECTION VOUCHER NUMBER		
		2. RECEIVING OFFICE COLLECTION VOUCHER NUMBER		
3. RECEIVING OFFICE				
a. ACTIVITY <i>(Name and Location) (Include ZIP Code)</i> 31ST Civil Engineer Squadron, Furnishing Management Section, Aviano AB Italy				
b. RECEIVED AND FORWARDED BY <i>(Printed Name, Title and Signature)</i>			d. DATE <i>(YYYYMMDD)</i>	
c. TELEPHONE NUMBER <i>(Include Area Code):</i> COMMERCIAL: _____ DSN: _____				
4. DISBURSING OFFICE				
a. ACTIVITY <i>(Name and Location) (Include ZIP Code)</i>				
b. DISBURSING OFFICER <i>(Printed Name, Title and Signature)</i>			d. DISBURSING STATION SYMBOL NUMBER	
c. TELEPHONE NUMBER <i>(Include Area Code):</i> COMMERCIAL: _____ DSN: _____			e. DATE <i>(YYYYMMDD)</i>	
5. PERIOD: a. FROM: _____ b. TO: _____				
6. DATE RECEIVED	7. NAME OF REMITTER DESCRIPTION OF REMITTANCE	8. DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	9. AMOUNT	10. ACCOUNTING CLASSIFICATION
11. TOTAL			0.00	