

**WELCOME  
TO  
CAPITAL ASSET MANAGEMENT OFFICE  
JBSA-LACKLAND AFB  
NEWCOMER'S INFORMATION**



**BAH RATES**

**SCHOOL  
WEBSITES**

**BAH RATES**

**SCHOOL  
WEBSITES**

**APARTMENT WEBSITES**

**Texas Education Website**

**San Antonio Crime Database**

**Property Tax Website**  
[www.bexar.org](http://www.bexar.org)/[www.bcad.org](http://www.bcad.org)

**San Antonio Crime Database**

**2015 BAH  
BASIC  
ALLOWANCE  
FOR  
HOUSING**

# 2014 BAH RATES

<b>PAYGRADE</b>	<b>WITH DEPENDENTS</b>	<b>WITHOUT DEPENDENTS</b>
E-1/PVT	\$1383	\$1038
E-2/PV2	\$1383	\$1038
E-3/PFC	\$1383	\$1038
E-4/SPC	\$1383	\$1038
E-5/SGT	\$1560	\$1170
E-6/SSG	\$1593	\$1233
E-7/SFC	\$1602	\$1395
E-8/MSG/1SG	\$1614	\$1569
E-9/SGM/CSM	\$1695	\$1575
W-1/CW1	\$1596	\$1317
W-2/CW2	\$1608	\$1566
W-3/CW3	\$1626	\$1578
W-4/CW4	\$1722	\$1593
W-5/CW5	\$1839	\$1608
O1E/2LT	\$1605	\$1560
O2E/1LT	\$1620	\$1572
O3E/CPT	\$1740	\$1590
O-1/2LT	\$1563	\$1209
O-2/1LT	\$1590	\$1500
O-3/CPT	\$1623	\$1581
O-4/MAJ	\$1881	\$1605
O-5/LTC	\$2070	\$1611
O-6/COL	\$2091	\$1623
O-7/BG	\$2112	\$1656

**FREQUENTLY  
USED  
NUMBERS  
&  
HELPFUL  
WEBSITES**

## **FREQUENTLY USED NUMBERS**

Ms Donna Jones, Housing Program 671-2146  
[donna.jones.3@us.af.mil](mailto:donna.jones.3@us.af.mil), B1524  
Mrs. Elvira Martinez, Housing Referral Manager 375-5149  
[elvira.martinez@us.af.mil](mailto:elvira.martinez@us.af.mil), BBC Community Center  
2254 Brian McElroy

Balfour Beatty Communities – On Base  
Privatized Housing  
[www.lacklandafbfamilyhousing.com](http://www.lacklandafbfamilyhousing.com)  
Phone: 1-877-385-0076, (210) 674-9366

### **UTILITY DEPOSIT DEFERRALS PROVIDED BY THE FOLLOWING COMPANIES with asterisk (\*)**

\* City Public Service (CPS) 210-353-2222  
(Electric, Gas, Trash Pick-up)

\* San Antonio Water System (SAWS) 210-704-7297  
(Water and Sewage)

\* Grey Forest Utility Company 210-695-8781

Universal City Utilities 210-659-0333, opt 8

AT&T 800-464-7928  
888-573-6683

Time Warner Cable 210-244-0500

## **HELPFUL WEBSITES**

Balfour Beatty Communities (On base housing)

<http://www.lacklandafbfamilyhousing.com>

JBSA Military Phone Directory

<http://www.jbsa.af.mil/library/newcomerinfo/index.asp>

Military Homefront Website

<http://www.militaryhomefront.dod.mil/>

Texas Education Agency (School information and ratings)

<http://www.tea.state.tx.us/>

Alamo Heights ISD	<a href="http://www.ahisd.net">http://www.ahisd.net</a>
East Central ISD	<a href="http://www.ecisd.net">http://www.ecisd.net</a>
Edgewood ISD	<a href="http://www.eisd.net">http://www.eisd.net</a>
Harlandale ISD	<a href="http://www.harlandale.net">http://www.harlandale.net</a>
Judson ISD	<a href="http://www.judsonisd.org">http://www.judsonisd.org</a>
Lackland ISD	<a href="http://www.lacklandisd.net">http://www.lacklandisd.net</a>
North East ISD	<a href="http://www.neisd.net">http://www.neisd.net</a>
Northside ISD	<a href="http://www.nisd.net">http://www.nisd.net</a>
Randolph Field ISD	<a href="http://www.rfisd.net">http://www.rfisd.net</a>
Fort Sam Houston ISD	<a href="http://www.fshisd.net">http://www.fshisd.net</a>
San Antonio ISD	<a href="http://www.saisd.net">http://www.saisd.net</a>

San Antonio and Bexar County property tax information and Dispute Resolution Information

<http://www.bexar.org/>

City of San Antonio

<http://www.sanantonio.gov/>

San Antonio Chamber of Commerce

<http://sachamber.org/cwt/external/wcpages/index.aspx>

San Antonio Visitor's Guide

<http://www.visitsanantonio.com/index.aspx>

San Antonio Crime Maps

<http://www.ci.sat.tx.us/sapd/MAPS.ASP?res=1280&ver=true>

US Dept of Housing and Urban Development

<http://portal.hud.gov/portal/page/portal/HUD>

HUD Fair Housing Information:

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/fair\\_housing\\_equal\\_opp/FHLaws/yourrights](http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/FHLaws/yourrights)

Texas Apartment Association

<http://www.taa.org/renterinfo/>

TX Dept of Insurance Renter's Insurance Guide

<http://www.taa.org/images/assets/PDF/renter/tdi%20renters%20insurance%20brochure.pdf>

San Antonio Apartment Guide

<http://www.apartmentguide.com/apartments/Texas/San-Antonio/>

San Antonio Board of Realtors (SABOR)

<http://w3.sabor.com/special/schooldist.htm>

Homeowners Assistance Program

<http://hap.usace.army.mil/>

Fisher House Locations

<http://www.fisherhouse.org/houses/house-locations/>

<http://www.fisherhouse.org/>

Children's Association for Maximum Potential (CAMP)

<http://www.campcamp.org/>

Servicemembers' Civil Relief Act (SCRA)

<https://www.jagcnet.army.mil/852573F600760E8C/0/9A7BB4F9BBB6F836852573EF0050471F?opendocument>

Servicemembers Civil Relief Act (SCRA) FAQs

<https://www.jagcnet.army.mil/852573F600760E8C/0/524256A5C86C3547852573EF00507EB4?opendocument>

AF Spouses Link: [www.my.af.mil/gcss-](http://www.my.af.mil/gcss-af/USAF/AFP40/d/s6925EC1356510FB5E044080020E329A9/Files/editorial/AF101_Spouse_Guide_Aug2012.pdf)

[af/USAF/AFP40/d/s6925EC1356510FB5E044080020E329A9/Files/editorial/AF101\\_Spouse\\_Guide\\_Aug2012.pdf](http://www.my.af.mil/gcss-af/USAF/AFP40/d/s6925EC1356510FB5E044080020E329A9/Files/editorial/AF101_Spouse_Guide_Aug2012.pdf)

**Texas Constitution and Statutes: The statutes available on this website are current through the 1st Called Session of the 82nd Legislature, July 2011. The Texas Constitution is current through the amendments approved by voters in November 2011.** Specific search can

be found by clicking on drop down arrows: Code, Article/Chapter and Article/Section.

<http://www.statutes.legis.state.tx.us/>

**Note: Capital Asset Management Office does not refer, nor do we endorse any one specific Broker-Realtor, Agent, Property Management Company or Community Leasing Agent providing off-base rental and sales information.**

## **Information for Active-Duty Homeowners Relocating or Experiencing Financial Hardship in a Slow Housing Market**

This list is not all inclusive and programs are subject to change or cancellation at any time. Active-duty personnel are urged to contact their lender to obtain current information on the various assistance programs and to rely on trusted websites (VA, Fannie Mae, Freddie Mac, etc.)

### **VA Relocation Assistance Program**

[http://www.valoans.com/va\\_article.cfm?id=207](http://www.valoans.com/va_article.cfm?id=207)

### **Circular 26-11-1, dated January 6, 2011, Relocation Assistance For VA Borrowers,**

[http://www.benefits.va.gov/HOMELOANS/circulars/26\\_11\\_1.pdf](http://www.benefits.va.gov/HOMELOANS/circulars/26_11_1.pdf)

### **VA Relocation Assistance for Short Sale and Deed-In-Lieu of Foreclosure**

<http://www.vanewsblog.com/2011/01/va-relocation-assistance-for-short-sale-and-deed-in-lieu-of-foreclosure/>

**Avoiding Foreclosure (See the next link for regional service center locations and phone numbers)**

[http://www.vba.va.gov/ro/cleveland/foreclosure\\_alternatives.htm](http://www.vba.va.gov/ro/cleveland/foreclosure_alternatives.htm)

### **VA Regional Loan Centers**

<http://www.benefits.va.gov/homeloans/rlcweb.asp>

### **VA Loan Advice to Avoid Loan Delinquency**

[http://www.valoans.com/va\\_article.cfm?id=204](http://www.valoans.com/va_article.cfm?id=204)

### **VA Loan Eligibility and Short Sales**

[http://www.valoans.com/va\\_article.cfm?id=224](http://www.valoans.com/va_article.cfm?id=224)

### **VA Home Loans and Short Sales**

[http://www.valoans.com/va\\_article.cfm?id=225](http://www.valoans.com/va_article.cfm?id=225)

### **Why VA Borrowers Should Avoid Foreclosure Proceedings**

[http://www.valoans.com/va\\_article.cfm?id=226](http://www.valoans.com/va_article.cfm?id=226)

### **Do VA Refinance Loans Always Result in Lower Payments?**

[http://www.valoans.com/va\\_article.cfm?id=211](http://www.valoans.com/va_article.cfm?id=211)

### **How to Avoid Default or Foreclosure on a VA Mortgage**

[http://www.valoans.com/va\\_article.cfm?id=165](http://www.valoans.com/va_article.cfm?id=165)

### **VA Refinancing for Delinquent Home Loans**

[http://www.valoans.com/va\\_article.cfm?id=170](http://www.valoans.com/va_article.cfm?id=170)

### **VA Borrowers and the Servicemembers Civil Relief Act**

[http://www.valoans.com/va\\_article.cfm?id=99](http://www.valoans.com/va_article.cfm?id=99)

## **VA Streamline Refinance Loans, Marriage, and Divorce**

[http://www.valoans.com/va\\_article.cfm?id=100](http://www.valoans.com/va_article.cfm?id=100)

## **Veterans Administration Reaching Out to Homeowners**

[http://www.valoans.com/va\\_article.cfm?id=102](http://www.valoans.com/va_article.cfm?id=102)

## **What is a VA Compromise Sale?**

[http://www.valoans.com/va\\_article.cfm?id=103](http://www.valoans.com/va_article.cfm?id=103)

## **VA Loans for National Guard and Reserve Members**

[http://www.valoans.com/va\\_article.cfm?id=106](http://www.valoans.com/va_article.cfm?id=106)

## **VA Regional Loan Centers**

<http://www.benefits.va.gov/homeloans/rlcweb.asp>

## **RESOURCES FOR CIVILIANS**

### **Fannie Mae Mortgage Help Centers**

[http://www.fanniemae.com/kb/index?page=home&c=homeowners\\_mortgagehelpcenters](http://www.fanniemae.com/kb/index?page=home&c=homeowners_mortgagehelpcenters)

### **Fannie Mae, Know Your Options - Avoid Foreclosure**

[http://www.fanniemae.com/kb/index?page=home&c=homeowners\\_moreoptions](http://www.fanniemae.com/kb/index?page=home&c=homeowners_moreoptions)

### **Fannie Mae Deed for Lease program**

<https://www.efanniemae.com/sf/servicing/d4/>

### **Fannie Mae Deed for Lease Announcement**

<https://www.efanniemae.com/sf/guides/ssg/annltrs/pdf/2009/0933.pdf>

### **Freddie Mac, Where to get help**

[http://www.freddiemac.com/avoidforeclosure/where\\_to\\_get\\_help.html](http://www.freddiemac.com/avoidforeclosure/where_to_get_help.html)

### **Freddie Mac, Avoiding Foreclosure**

<http://www.freddiemac.com/avoidforeclosure/>

### **Affordable Foreclosure Alternatives for Freddie Mac-owned Mortgages**

<http://www.freddiemac.com/avoidforeclosure/hafa.html>

**Cash for Keys** (This program may not be widely used on the state of Texas. For a homeowner who has been foreclosed upon, this program has the lender paying an amount, which varies depending on the state and the housing market, to the homeowner to vacate the premises and leave the property in pristine condition, without damage. Some variations of this program in certain states allow the former homeowner to pay rent to stay at the property in order to keep the house in a show ready condition and to reduce crime and property damage by reducing the number of vacant houses in the neighborhood.) Contact your lender to see if they offer this program.

<http://www.cashforkeysprogram.org/>

**UTILITY**

**DEFERRAL**

**INSTRUCTIONS**

# UTILITY DEFERRAL ELIGIBILITY

## **All of the following requirements must be met - No exceptions**

1. The requester must be United States active duty military assigned to Lackland AFB
2. Provide a copy of the PCS orders to Lackland AFB
3. Present CAC Card for identification
4. The active duty military member must be the primary on the utility account or the utility company will reject the form
5. An on-base squadron land-line phone number (commercial prefix, not DSN) is required. Cell Phone numbers are not accepted. The number must be someone in the requester's Chain of Command (Supervisor, First Sergeant, Commander)
6. The active duty military member must be present to sign the form. A power of attorney is not accepted.

Note 1. The form is strictly controlled and we cannot release the form or faxed copies to applicants.

Note 2. For City Public Service, you must know the account number.

Note 3. If you do not meet the requirements, it is recommended you pay the security deposit. Once all of the requirements are met, and the deferral letter is faxed, the utility company will credit the security deposit back to the account.

**TXDOT  
TEXAS  
DEPARTMENT  
OF  
TRANSPORTATION  
TRANSGUIDE  
MAP**

# Texas Department of Transportation (TXDOT) San Antonio TransGuide Map

[http://transguide.dot.state.tx.us/ITS\\_WEB/Frontend/default.html?r=SAT&p=San%20Antonio&t=map](http://transguide.dot.state.tx.us/ITS_WEB/Frontend/default.html?r=SAT&p=San%20Antonio&t=map)

Visit this site at various time of the day (Before duty hours, lunch, after duty hours) for real-time street congestion information for the San Antonio and surrounding area.

Click the "Travel Times" tab for detailed information for the green, yellow and red streets.

**TEXAS DEPARTMENT OF TRANSPORTATION**

Home | Contact Us | San Antonio | Map | Cameras | DMSs | Lane Closures | **Travel Times** | Flood Stations | Links

Hide Controls | Select View: San Antonio | Enter Address | Go to Address

**Select Map Layers**

- Congestion
- Incidents
- Lane Closures
- Road Signs
- Cameras
- Show
- Uncheck all

**Congestion Legend**

- No Data
- Low
- Medium
- High

San Antonio

6 miles

© 2012 Microsoft Corporation © 2010 NAVTEQ © AND

**SAN ANTONIO**

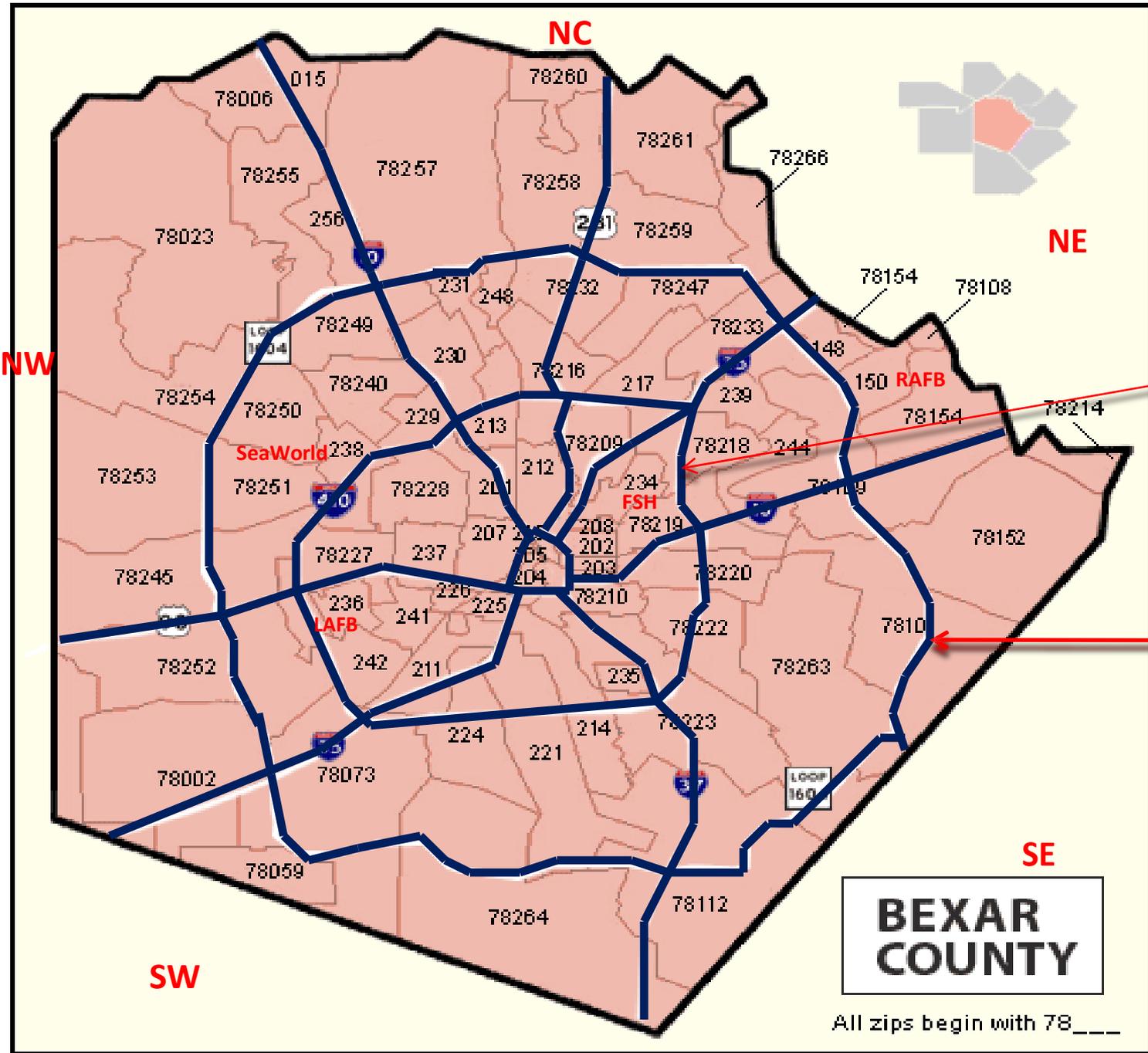
**BEXAR**

**COUNTY**

**BBC &**

**LACKLAND AFB**

**MAPS**



**San Antonio, TX**

Loop 410/1<sup>st</sup> inner loop goes all around SA

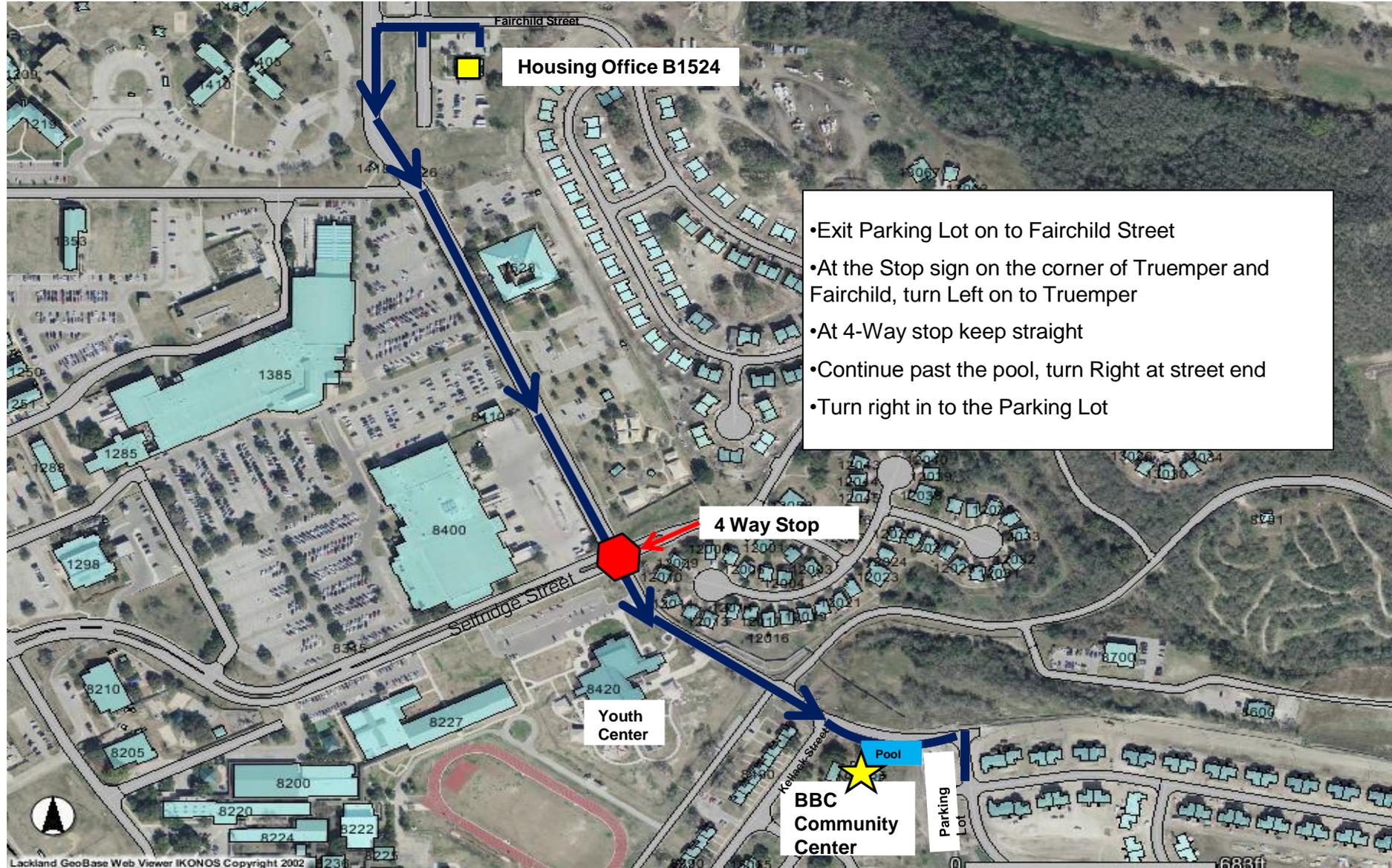
Loop 1604/2<sup>nd</sup> outer loop goes all around SA



# Directions to the BBC Community Center



**AETC**



Housing Office B1524

- Exit Parking Lot on to Fairchild Street
- At the Stop sign on the corner of Truemper and Fairchild, turn Left on to Truemper
- At 4-Way stop keep straight
- Continue past the pool, turn Right at street end
- Turn right in to the Parking Lot

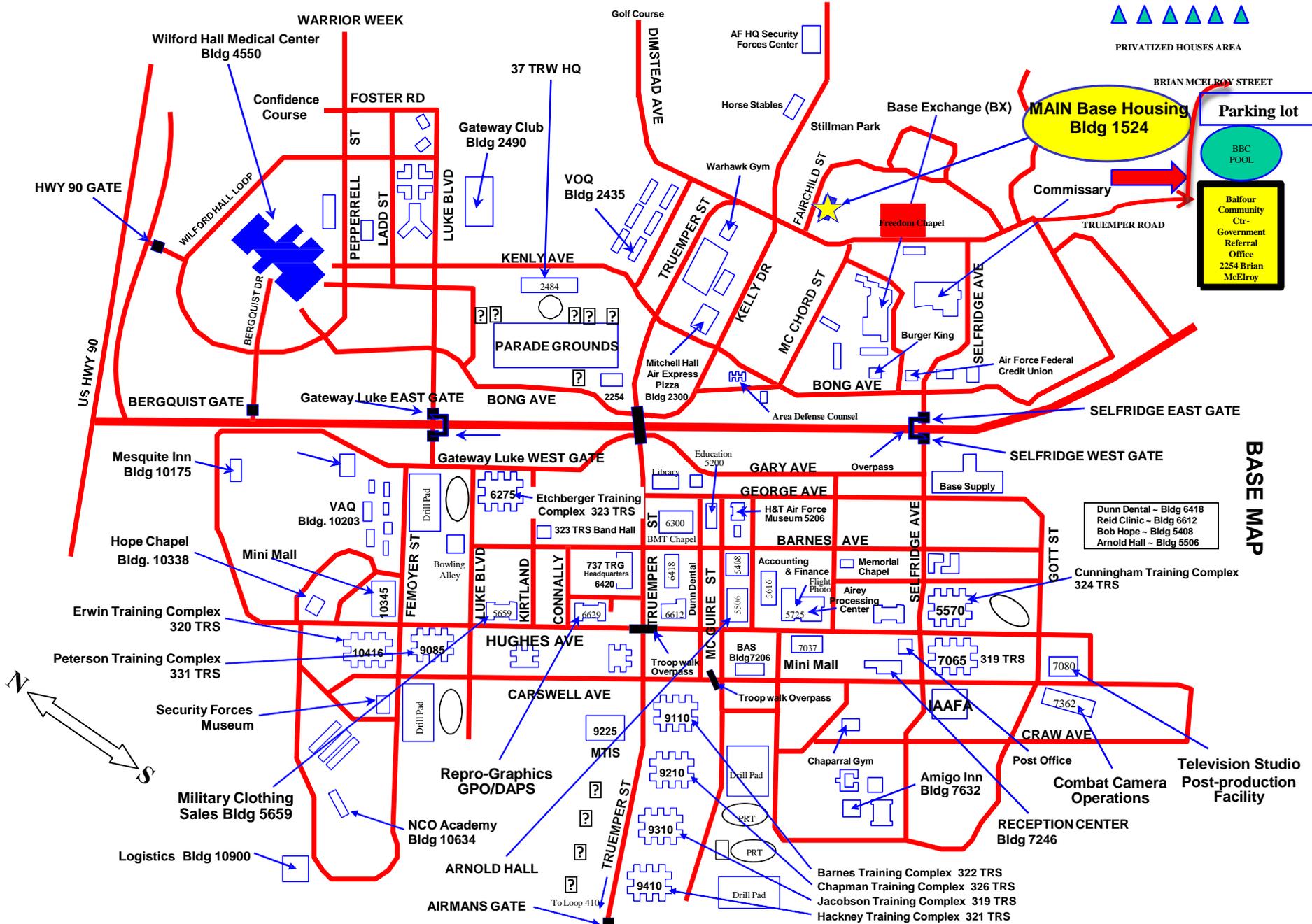
4 Way Stop

Youth Center

BBC Community Center

Pool

Parking Lot



PRIVATIZED HOUSES AREA

**MAIN Base Housing Bldg 1524**

**Parking lot**

BBC POOL

Balfour Community Ctr-Government Referral Office  
2254 Brian McElroy

**BASE MAP**

Dunn Dental - Bldg 6418  
Reid Clinic - Bldg 6612  
Bob Hope - Bldg 5408  
Arnold Hall - Bldg 5506

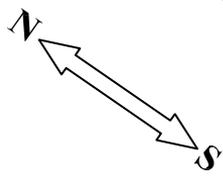
Cunningham Training Complex  
324 TRS

Television Studio  
Post-production Facility

Combat Camera Operations

RECEPTION CENTER  
Bldg 7246

Barnes Training Complex 322 TRS  
Chapman Training Complex 326 TRS  
Jacobson Training Complex 319 TRS  
Hackney Training Complex 321 TRS



**Lackland AFB**

**Housing**

**Frequently**

**Asked**

**Questions**

## LACKLAND AFB HOUSING FREQUENTLY ASKED QUESTIONS

**Lackland Family Housing is now 100% privatized as of December 24, 2008.**

**How do I contact Capital Asset Management Office (Housing Office)?** You may contact Capital Asset Referral Management Office at Lackland AFB by calling commercial (210) 375-5148 and 375-5149 by mail at 2525 Fairchild St, Lackland AFB, TX 78236, or visit us at 2254 Brian McElroy at the Balfour Beatty Communities Building or you can also email to the 802 CES/CEH Mailbox at: [802CES.CEIHinbox@us.af.mil](mailto:802CES.CEIHinbox@us.af.mil).

**The Private Owner/Partner is Balfour Beatty Communities and they can be reached at (210) 674-9366 or 645-9511. Their website is: [www.lacklandafbfamilyhousing.com](http://www.lacklandafbfamilyhousing.com).**

**How do I apply for privatized housing?** If you are PCSing to Lackland AFB, you may submit an advanced housing application (DD1746) from your losing installation housing office. If you do not submit an application prior to your PCS arrival to Lackland AFB, you may stop by Capital Asset Referral Management office and submit an application for housing; however, your application date will be as a "walk-in" status of the date you applied.

**What additional information should be submitted with my family housing application?** You will need to attach a copy of your PCS orders assigning you to Lackland AFB. If you are pending the birth of a child, please attach a physician's statement verifying the estimated delivery date of your new dependent. If you are gaining a dependent by other means, i.e., adoption, please submit a court order for the adoption of your new dependent. Pending marriage, submit a copy of the marriage certificate. If a dependent is not yet listed on your orders, we recommend attaching a copy of the DD 1172, Application for uniformed services identification card form DEERS enrollment. If you cannot send this form with your application for housing, you can provide it upon your arrival to the installation. Please be aware, bedroom entitlement is determined by the rank and number of verifiable dependents residing in the household.

**How can I view my progress on the waiting list?** You can inquire with the Privatization office @ the following number (210) 674-9366.

**Where do I go to find out about housing once I permanently arrive at this base?** New arrivals should stop by Capital Asset Referral Management Office, located at 2254 Brian McElroy corner of Truemper. Our office hours are Mon thru Fri 08:00 – 16:30, and Wednesdays from 08:00 – 11:30, and closed on Federal holidays and weekends.

**Will the government pay for my move on base?** Yes, if you reside off base after PCSing to the installation and offered privatized housing on base, the Capital Asset Referral Management Office will process your move orders to have your households packed and delivered to your on base residence at government expense. Local moves from community housing to government-controlled or leased housing are paid on a one-time basis after PCS.

**Can we be assigned housing on a priority basis due to medical issues or being reassigned to this area due to humanitarian reasons?** Members can submit a priority-housing request upon arrival to the installation with supporting documentation. If your request is based on a medical hardship, you will need to submit a letter from the attending physician concerning the medical

requirement to justify the priority housing assignment. The Capital Asset Referral Management office will staff the request through appropriate channels for coordination and recommendation prior to the final decision being made.

**My household goods will not fit in Privatized family housing, can some be stored?** Yes, we can store items that are excess to your needs with exception to flammables and hazardous materials, weapons, perishables, agricultural products, and vehicles while you occupy a privatized housing unit. You will need to submit a request for the non-temp storage requirement, along with an itemized inventory of storage items, within **30 days** after your assignment to housing. If you move out of housing due to personal reasons, your non-temp storage requirement will be cancelled and delivered to your new residence.

**What other information might I need to know prior to applying for Privatized Family Housing?** When you arrive to Lackland AFB, visit Capital Asset Referral Management office and complete a DD1746/Application for Housing. You can visit the Privatization website for further information regarding housing information at: [www.lacklandafbfamilyhousing.com](http://www.lacklandafbfamilyhousing.com).

**I called the Electric and Water Co., they told me about a letter of credit. What is the credit for?** At Lackland AFB, we have a program in place that defers the utility deposits for electric with City Public Service (CPS), water with San Antonio Water System (SAWS), Grey Forest Utility and some utilities for the city of Leon Valley. Once you have a lease or purchase agreement for a residence in San Antonio and have set up service with the applicable utility companies, write down your account numbers and also bring in your copy of the lease or purchase agreement (first page which shows your San Antonio address) and a copy of your PCS orders for Lackland or an LES form. The Capital Asset Management staff will assist you in completing the appropriate forms and will fax the forms to the companies to defer the utility deposits for electric and water. If for any reason, a security deposit was already billed before you visited our office, the utility companies will credit the amount of the security deposit(s) billed to you when they received the completed forms.

**How can I get a base and San Antonio map?** Stop by Capital Asset Referral Management Office at 2254 Brian McElroy Drive to obtain copies.

**Do you have rental and sale listings in the housing office?** Yes, we have a self-help center in the BBC office customer area of Capital Asset Referral Management office and you can list rentals in: [www.homes.mil](http://www.homes.mil). We also have books with listings and photos of sale properties. There are a number of builder and realtor websites on the Internet listing homes for sale. The Housing Office does not endorse any particular website. The Capital Asset Referral Management Office does not refer nor do we endorse any one specific Broker-Realtor Agent, Property Management Company or Community Leasing Agent.

**How can I contact the dormitory managers?** If you are assigned to the 502<sup>nd</sup> TRW or 59MDW please call DSN 473-5951. If you are assigned to AIA/Security Hill please call DSN 969-2050.

**Who is required to live in the dormitories?** All single and geographically separated military married to military E1 thru E4 are required to live in the dormitories unless they receive permission to move off base from the housing office. For further clarification please contact the housing office.

**Who determines when someone is authorized to move off base?** Individuals requesting approval to move off base are placed on a BAH waiting list. This list is maintained by rank and date of rank order. Being selected to move off base is determined by the occupancy rate

**How big are the rooms?** We have 17 different dormitories at Lackland AFB. The majority of the dorms are the older 2+2 rooms with approximately 144 sq. ft. The newest dormitory, Lackland's first 1+1 has 118 sq. ft. rooms.

**Are rooms shared?** No. Everyone assigned to the permanent party dormitories receive their own individual room. You will share the bathroom with the room next door.

**May I decorate my room?** If you want to change the paint color of the room you will be required to have an approved AF Form 332 completed first. Keep in mind that you will be required to restore the room to its original state before you move out and move off base or PCS.

**I am married to a military member who will be stationed at another base. Am I required to live in the dormitories?** In accordance with AFI 32-6005, para 2.4.2.4., you would be required to live in the dormitory.

**I have my own furniture, can I use it?** It will depend on the type and quantity of furniture. The room configurations may limit how much and what type of furniture you can place in your room. The dorm manager can work with you before you are assigned a room. If you have too much furniture or the furniture is too big for the room, the government would store the furniture at government expense until you move off base or PCS.

**What is the BAH rate for Lackland AFB?** E1 thru E4 without dependent rate if authorized to live off base receive \$1,098.00

**OFF BASE  
HOUSING  
REFERRAL  
&  
RENTAL  
INFORMATION**

# Renting! - Living Off-Base Information & Tips

1. Before signing any off-base rental agreement, thoroughly read the document and ask questions to clarify any misinterpretation of the agreement (once you sign, it is legal and binding).
2. Most common leases used in Texas are: Texas Association of Realtors (this lease is used primarily by Realtors that manage the property for owners). The other is: San Antonio Apartment Association (SAAA/TAA). This lease is primarily used when renting an apartment.
3. A Military Clause is identified in both leases (TAR/SAAA-TAA). Read this clause carefully and understand what the liability is in case of early termination if lease termination is not due to: PCS, Deployment, Separation and Retirement. Visit the following site for more information on Buying, Selling, Texas Market, TAA Sample Lease Agreement and much more: [www.texasrealtors.com](http://www.texasrealtors.com); [www.taa.org/renterinfo/](http://www.taa.org/renterinfo/), [http://www.taa.org/images/assets/PDF/renter/2009apartmentlease\\_forweb.pdf](http://www.taa.org/images/assets/PDF/renter/2009apartmentlease_forweb.pdf) [http://leaseaustin.net/assets/docs/lease\\_agreement.pdf](http://leaseaustin.net/assets/docs/lease_agreement.pdf)
4. Be aware of early lease termination fees/charges (stated in the agreement); this only applies if you break, or are in default of, the lease.
5. Does the lease indicate fees/charges for service/maintenance calls? If so, be aware of cost applied to the tenant.
6. Some rental homes may also be for sale. Lease clause for such units will require access for realtors, potential, buyers, appraisers, etc., or monetary fees for failure to allow access to the unit. If you do not want that type of inconvenience, avoid those types of leases.
7. Be aware of your responsibility as a tenant/resident during the term your lease.
8. Conduct a thorough walk-through of the house/apartment and document all discrepancies to avoid charges (at move-out/termination of lease) for any existing damages or problems. Keep this documentation for at least 60 – 90 days after move out or until you receive your security deposit back.
9. Taking pictures or video-taping the condition of the unit is a great way to document the condition of the unit prior to move in.

10. Always save a copy of all signed documents (Lease agreement, addendums, Pet addendum, condition checklist, work order receipts, etc...)
11. Renters should always carry renter's insurance as coverage against damage to personal property. Renter's insurance coverage should be evaluated on a regular basis and an inventory of property should be updated. Taking video on a smart phone (and keeping a copy of the video on the phone) while walking through the unit is also a last resort backup in case computer(s) are damaged or stolen while you are away at work or on vacation.
12. UTILITY WAIVER: Upon contacting the utility company for connection of utilities (electric, gas, water, sewer), make sure you identify yourself as a member of the United States Armed Forces assigned to Lackland AFB this will automatically qualify you for waiver of any deposit fees/charges for connecting electric and water service for companies in the utility waiver program.
13. REQUESTING A UTILITY WAIVER: Bring your utility account(s) number to any of the two government housing locations to fill out the Utility waiver form. Locations are the Co-location office in the BBC Community Center at 2254 Brian McElroy and 2525 Fairchild corner of Truemper. Please remember the military member must be the primary on the account.
14. If you begin having problems with the landlord not responding to maintenance requests, begin keeping a log (name, date, time) if requests and interactions and ensure you provide the landlord the maintenance request in writing.
15. Written complaints against a landlord can be submitted at the Co-location Office in the BBC Community Center at 2254 Brian McElroy.
16. **Texas Constitution and Statutes: The statutes available on this website are current through the 1st Called Session of the 82nd Legislature, July 2011. The Texas Constitution is current through the amendments approved by voters in November 2011.** Specific search can be found by clicking on drop down arrows: Code, Article/Chapter and Article/Section.  
<http://www.statutes.legis.state.tx.us/>

**OFF BASE**

**SHORT TERM**

**LODGING**

## Short Term Lodging Hotel/Motel Information Sheet

### San Antonio, Texas 2012

#### **ON BASE LODGING RESERVATIONS (GATEWAY INN), 1-888-235-6343**

If lodging is not available, the Gateway Inn on base may also provide a list of off-base hotels offering additional discounts to military personnel.

<http://hotelguides.com/texas/san-antonio-tx-hotels.html>

[http://www.booking.com/city/us/san-antonio.en.html?aid=342443;label=city-san-antonio-W7JzIKBO\\*EM\\_V65ELtOIAS20585075870;ws=](http://www.booking.com/city/us/san-antonio.en.html?aid=342443;label=city-san-antonio-W7JzIKBO*EM_V65ELtOIAS20585075870;ws=)

Motel 6 San Antonio Downtown - Market Square Hotel - San Antonio ...  
[www.motel6.com](http://www.motel6.com)

La Quinta Inns & Suites Official Site - Hotels, Reservations, Hotel ...  
[www.lq.com](http://www.lq.com)

Drury Hotels: Drury Inn & Suites-Riverwalk  
<https://www.druryhotels.com>

Emily Morgan Hotel  
[www.emilymorganhotel.com/](http://www.emilymorganhotel.com/)

The St. Anthony Riverwalk Wyndham Hotel  
[www.wyndham.com/](http://www.wyndham.com/)

Sheraton Gunter Hotel San Antonio  
[www.gunterhotel.com/](http://www.gunterhotel.com/)

Hyatt Regency San Antonio  
[www.hyatt.com/](http://www.hyatt.com/)

Super 8 Hotels | Reservations, Deals, Room Rates & Rewards  
[www.super8.com/](http://www.super8.com/)

Super 8 Motel San Antonio - Fiesta Texas Area (San Antonio, United ...  
[www.expedia.com](http://www.expedia.com)

[www.roadsideamerica.com/hotels\\_motels/.../us-tx-san-antonio.html](http://www.roadsideamerica.com/hotels_motels/.../us-tx-san-antonio.html)

HOTELS IN SAN ANTONIO TX Texas - Hotels Motels Lodging ...  
[www.hotelplanner.com/Hotels/2280-in-San-Antonio-TX.html](http://www.hotelplanner.com/Hotels/2280-in-San-Antonio-TX.html)

San Antonio Texas Discount Motel - Hotel  
[www.satmotel.com/](http://www.satmotel.com/)

**PET**

**KENNEL**

**INFORMATION**

## Pet Kennel/Boarding/Hospital Information Sheet

Lucy's Doggy Daycare - Personalized care for your dog.

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

Becker Dog Boarding 24/7 | beckeranimalhospital.com

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

Premier Pet Services | mypremierpet.com

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

Camp Bow Wow, Home Buddies & Behavior Buddies San Antonio

[www.campbowwow.com/us/tx/sanantonio](http://www.campbowwow.com/us/tx/sanantonio)

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

Cowboy Kennels in San Antonio Texas offers great dog kennels

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

Northport Boarding Kennels

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

Alamo Dog & Cat Hospital

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

The Palms Pet Resort & Spa, Quality luxury Palms Pet Resort & Spa safety & welfare and happiness

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

Rob Cary Pet Resort

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

[www.findpetcare.com/se/dog-boarding-san-antonio.htm](http://www.findpetcare.com/se/dog-boarding-san-antonio.htm)

Find Dog Boarding in San Antonio, Texas (TX)

[www.dogboarding.com/texas-san\\_antonio](http://www.dogboarding.com/texas-san_antonio)

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

Affordable Pet Sitters

[www.care.com/Affordable\\_Pet\\_Care](http://www.care.com/Affordable_Pet_Care)

Pet Boarding San Antonio

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

Dogs Boarding San Antonio

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

Animal House Pet Boarding

[www.animalhumanesociety.org/](http://www.animalhumanesociety.org/)

San Antonio Veterinarian

[www.broadwayoaksanimalhospital.net/](http://www.broadwayoaksanimalhospital.net/)

Quality Care For All Pets. Schedule Exams, Boarding & Grooming Service, Professional Pet Sitting

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

Dog Hotel

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

**HOUSING  
PRIVATIZED  
BILL  
OF  
RIGHTS**

- 18 U.S.C. § 1382 – The authority to bar individuals from the Base
- Military Rule of Evidence 314, 10 U.S.C. §802, et seq., and 50 U.S.C. §797 – The authority to conduct inspections or searches of individuals, the Premises, the Leased Premises or the Leased Premises Improvements
  - Inspections of Air Force Members; not the asset
- Military Rule of Evidence 315, 10 U.S.C. §802, et seq., and 50 U.S.C. §797 – Authority to issue search authorizations based on probable cause of individuals, the Premises, the Leased Premises or the Leased Premises Improvements
- 50 U.S.C. §797 – Authority to conduct disaster preparedness exercises and/or emergency recovery operations on the Base
  - Safeguarding of property (Installation) against destruction, loss, or injury by accident or by enemy action, sabotage, or other subversive actions
- 10 U.S.C. §113 and 8013, 50 U.S.C. §797, 18 U.S.C. § 1382 and 5 U.S.C. § 301 – Authority to exercise emergency health powers on the Base in the event of a public health emergency due to biological warfare, terrorism, or other communicable disease epidemic

### Installation Commander Authorities – Delegated under Housing Privatization

2. The IC has the right to take action on housing privatization issues based on the authorities delegated to the IC, to include:

- Administrative Operating Agreement Amendments – Approve non-substantive modifications, administrative corrections or clarifying amendments
- Performance Incentive Fee – Approve Performance Incentive Plan (PIP) determinations and provide Government input as specified in the Property Operations and Management Plan
- MRC Co-Chair/Member – Establish and chair the MRC or participate as a member or the MRC
- Environmental Plans and Permits – Specifics listed in Lease of Property



- Removal of archaeological artifacts – Upon discovery
  - Installation Access (Ingress and Egress) – Reiteration of unimpaired IC Authorities
  - Security Matters – Reiteration of unimpaired IC Authorities
  - Utility, Fire and Police Reimbursements – Coordinate, calculate and collect from the Lessee the reimbursement amount that is due annually for Fire and Police services
  - Utility Allowance Determination – Review and approve the Lessee's utility allowance calculations as specified in the Rental Rate Management Plan
3. The IC has the right to make requests that are compliant with existing laws, policies and instructions, such as:
- USAF/A7C Housing Privatization Project Scope Changes Policy Ltr, May 09
  - Transaction document modifications/amendments
  - Air Force Instructions 32-6001, 32-6003 and 32-6007
  - Waterfall Policy Ltr, July 06
  - Co-location Policy Ltr
  - Installation Access – DTM 09-012, Interim Policy Guidance for DoD Physical Access Control, Dec 08 and AF Policy for Installation Access Control, Sep 09
    - Credentialing standard and minimum requirements

# Air Force



# Bill of Rights

for Residents,  
Installation Commanders,  
and Project Owners

**For more information contact:**

**AFCEE/HPO  
Housing Privatization  
2261 Hughes Avenue, Ste 155  
Lackland AFB, TX 78236-9853**

For more detailed info visit our website: [www.afcee.af.mil/resources/housingprivatization](http://www.afcee.af.mil/resources/housingprivatization)



## Project Owner Bill of Rights

1. The Project Owner has the right to **develop, operate and maintain** the leased premises in accordance with the transaction documents, to include:

- The Lease of Property – The right to ownership of the homes and the right to act as landlord to the residents who rent the homes. The right to operate and maintain the homes and utility systems within the property. The right to develop the property during the Initial Development Period and throughout the term of the lease.

- The Operating Agreement – The right to co-chair the Management Review Committee meeting. The right to operate the project using the business practices it outlines in the Operating Agreement and the Management Plans attached to it, including:

- Unit Occupancy Plan – The right to lease to Other Eligible Tenants in the priority outlined in the Unit Occupancy Plan

- Rental Rate Management Plan – The right to collect rent on time for the amount agreed upon in each tenant lease.

- Facilities Maintenance Plan – The right to support family housing units through maintenance and repair, grounds maintenance, refuse collection and disposal and pest control.

- Construction Management Plan – The right to follow the procedures and specifications for construction and renovations.

- Capital Repair & Replacement Plan – The right to make decisions about the capital needs of the project and to budget and spend funds accordingly.

- Fee Management Plan – The right to earn and receive base and incentive fees if it meets performance benchmarks.

- The Lockbox Agreement – The right to set aside funds for short- and long-term uses.

2. The Project Owner has the right to **request changes** to the transaction if necessary, to include:

- Scope changes
- Transaction Document amendments
- Refinancing
- Restructuring
- Operating /Capital Repair & Replacement Budget amendments

3. The Project Owner has the right to receive **Air Force notices and approvals** (or disapprovals) in a timely manner, to include:

- Notice of the Government’s intention to enter the Leased Premises 24 hours prior to entering (or, if entering a housing unit, such longer or prior notice as may be prescribed by state law, if applicable), unless the government determines the entry is required for safety, environmental, operations, or security purposes.
- Notices to Proceed
- Certificate of Occupancy, Certificate of Compliance
- Design Criteria Exception Notices
- Direct Loan disbursement
- Quarterly review and approval of quarterly Performance Incentive Fees
- Monthly utility, fire and police bills
- Annual review and approval of Operations Budget, Capital Repair & Replacement Budget and Capital Repair & Replacement Plan
- Annual review and approval of Utility Allowance
- The right to approval of Housing Design Plans and Site Design Plans



## Resident Bill of Rights

Renters’ rights vary by state and are established and protected by law. This Bill of Rights provides a sample of rights likely to be addressed in your state’s landlord-tenant laws and does not replace any of the terms and conditions of a tenant lease.

1. Residents have the right to enter into and adhere to a **tenant lease** during their residency and the right to terminate the lease per the termination provisions of the lease, to include:

- The right to be treated fairly when applying for, residing in, and moving out of privatized housing.
- The right to receive and sign a lead-based paint addendum (and other applicable addendums) and know if their home contains lead-based paint before moving into it.
- The right to a move-in inspection to ensure their home is in good condition upon move-in.
- The right to resolve disputes according to the dispute resolution procedures outlined in the tenant lease.
- The right to terminate occupancy of housing if they receive PCS orders or are otherwise reassigned to another installation, or if they are released from active duty.
- The right to have their security deposit returned within the time period specified in the tenant lease if the conditions per the lease are met.

2. Residents have the right **to receive maintenance services** from the Project Owner while living in privatized housing, to include:

- The right to timely, courteous and responsive customer service, maintenance and repair performed by qualified maintenance technicians.

- The right to immediate attention from the maintenance staff for emergency service calls, especially those for structural, utility or mechanical problems that could cause loss of life or property or serious damage affecting health, safety or security.

- The right to have their trash picked up on a regular basis.

- The right to receive proper notice from the Project Owner before any scheduled entry.

3. Residents have the right to **live in a safe, quiet and well-kept community**, even during construction, to include:

- The right to enjoy peace and quiet in their own homes and the right to a clean and safe community.

- The right to have authorized pets that are in compliance with the AF and Project Owner’s pet policies.

- The right to obtain long-term and short-term visitor passes from the installation.

- The right to fire and police protection.

- The right to conduct a residential business in their home with written permission from the Project Owner and in accordance with government regulations.

- The right to receive notices of termination, if required, because of development activity and in accordance with the tenant lease and state law.

## Installation Commander Authorities - Unimpaired

1. The Installation Commander (IC) has the right to **act and enforce** on all authorities established in law, regulation, or military custom, to include:

- 10 U.S.C. § 2872a - The authority to furnish utilities and services at levels deemed appropriate by the Government for the Project

- Allows government to furnish utilities and services to a housing area if the housing area is located on an installation

- Establishes reimbursement authority

- 50 U.S.C. § 797 – The authority to promulgate and enforce security regulations and restrict public access to the Base, to include regulations delineating parameters for authorized entry to or exit from the Base

- Right to establish ingress, egress or removal of persons

**TOP**

**10**

**REASONS**

**FOR LIVING**

**ON BASE**

# Privatized Housing Top Ten Reasons for Living On Base



The puzzle pieces below represent the top 10 reasons for living in privatized housing. The puzzle is only complete when you become part of the important Quality of Life initiative that is Housing Privatization.

## 1. Well-Built Homes with Modern Amenities

The Air Force and private industry have partnered to provide quality homes for Airmen and their families. The Air Force works with trusted and dedicated developers with decades of experience to build homes comparable to industry standards. Many units come with fenced yards, garages, modern appliances and large laundry rooms to provide you with the most up-to-date features necessary to ensure your family's comfort.

## 2. Safety and Security

Parents can rest assured of their children's safety and comfort while living on base. Security Forces protect your homes and neighborhood and allow your family to live and play in a safe environment. Living within the fence line provides physical security similar to a gated community with guards monitoring access to the property.

## 3. Military Community Identity

Living on base is like being part of a family. The Air Force community stands as a unique support system for friends and neighbors because they identify with the military lifestyle. The ability to raise your family in an environment that is founded on American values encourages unity and helps to build a camaraderie that benefits quality of life as well as the overall mission.

## 4. Family Interaction

Children have a common area to gather, socialize, and play with neighborhood friends. Your family will be welcomed into the community by base housing families who tend to accept "the new kid on the block" with open arms. Through various community involvement programs, you and your family will have the opportunity to build meaningful relationships with your neighbors.

## 5. First-Rate Schools

Your children's education is of the utmost importance on base. A good education is provided at quality facilities that will engage and prepare them for the future. This experience will provide your children with the resources and hands-on tools for the optimal academic experience. Your children will learn and play with their neighbors and build similar relationships to those of their parents.

## 6. Personal and Professional Development

Living on base makes for a convenient, stress-free decision to take part in after-hour activities that promote professional or personal development. With everything in close proximity to the base, it is more convenient to get involved in extracurricular activities without struggling through a rough commute. The time you save from commuting can be used to enhance your professional skills to support your career.

## 7. Reduced Commute Time

Commuting from home to work is best when the time spent is minimal and stress free. Living on base reduces your time spent in the car and not only increases time for development, but also increases the amount of time spent with your family and friends. It also allows housing residents the chance to walk to work. Walking eliminates the need to spend unnecessary money on gas, is environmentally friendly and also promotes healthy lifestyle choices.

## 8. Installation Services

The base provides a wide range of support for your growing family's needs. Pre-school and after school youth and sports centers are located right around the corner for your children. Retirement facilities, including active lifestyle, assisted living and critical nursing care are available to you and your

family when and if they are needed. Quality medical facilities and staff are also easily accessible.

## 9. Cost Benefits

On-base living is cost effective. You will receive a housing allowance which covers most all rent and utilities. Maintenance is provided by the Project Owner at no cost to you, and Personal Property Insurance is often available at a reduced rate to ensure the well being of your belongings. The absence of Property Taxes further demonstrates the ways you can save money through on-base living.

## 10. AAFES and Commissary

Tax-free shopping at the BX and commissary provides unmatched value to military personnel. Located nearby for the convenience of on-base residents, tax-free shopping can help families to be financially responsible during these unstable economic times.

Housing Privatization helps foster a sense of unparalleled community that benefits both airmen and family members. This program serves to support an airman's transient lifestyle to make you and your family feel at home wherever you may go.



**BALFOUR  
BEATTY  
COMMUNITIES  
Privatized  
Housing**

# The Hour The Day Communities

## Lackland AFB





## Feel the Independent, Maverick Spirit

Welcome to the Balfour Beatty Communities residential community at Lackland AFB, "the Gateway to the Air Force". Located on the southwest fringe of San Antonio, TX, there are plenty of things to do and see in the area where Texas' history began.

Ranging from the city's historic areas to major theme parks to the River Walk lined with restaurants, patios, galleries and shops, you'll find this city is filled with culturally significant arts, history, culture, museums and architecture.

From the streets of La Villita, one of the first Spanish settlements, and later home to German and French pioneers to the Alamo where early Texans drew a line in the sand and declared their independence from Mexico---fighting overwhelming odds and dying for liberty---this is the place that forever changed the face of the Southwest. This makes family housing at Lackland AFB an exciting place to live, work and play.

*C to luaiity,*

*rMuia.*

## HOME AMENITIES

- Water, sewer, gas, & trash collection included \*
- 2.3 and 4 bedroom single family, duplex and fourplex style housing
- Ceiling fans\*\*
- Spacious closets
- Fully equipped kitchens
- Carports or attached garages\*\*
- Washer and dryer hook ups
- Dishwasher and garbage disposal
- 24 hour emergency maintenance
- Patio\*\*
- Curbside trash pick up
- Fenced backyards\*\*

## LOCAL AREA AMENITIES

- Minutes from major highways
- Short distance from restaurants, malls and movie theaters
- SeaWorld
- Brackenridge Park
- Calaveras Lake Park
- San Antonio Missions National Historical Park
- The Alamo
- Guinness World Records Museum & Ripley's
- La Villita Historic Arts Village
- Six Flags Fiesta Texas

\*Some Restrictions Apply

\*\* Only in Select Homes

## COMMUNITY AMENITIES

- Tot Lots
- Playgrounds
- Parks & Green Spaces
- Swimming pool
- Tennis courts
- Sand volleyball courts

For more information about  
our community and to view  
floor plans of our housing!  
please visit our website:

[lacklandafbfamilyhousing.com](http://lacklandafbfamilyhousing.com)



# I,,, J I' Y V f rv

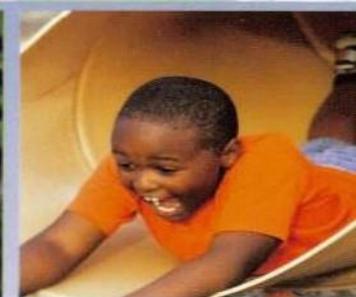
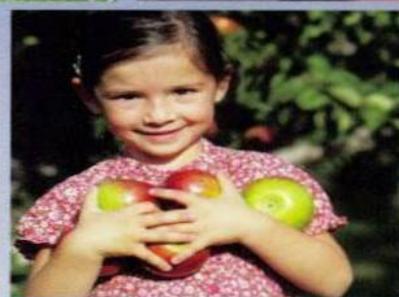
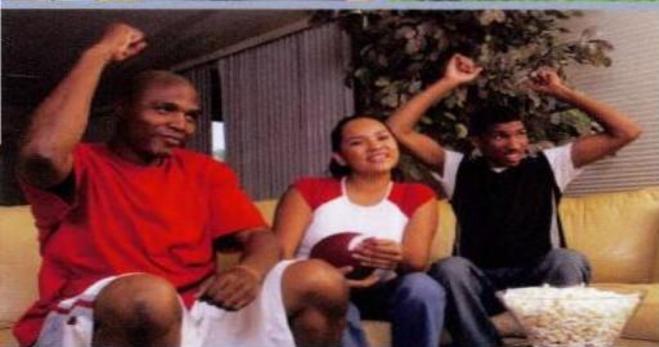
@ Balfour Beatty Communities

## *An exclusive program for our residents and families*

The main focus of LifeWorks @ Balfour Beatty Communities® is to design wellness programs for the entire family—we believe that feeling good in the body and mind and creating social opportunities will strengthen the entire community and help families build supporting friendships that will carry with them throughout their lives.

We specially tailored the LifeWorks @ Balfour Beatty Communities® program for each of our communities. Residents of all ages will find a variety of activities to enjoy, from holiday-themed events, life teaching seminars, classes of all types, walking clubs, arts and crafts to community-wide events and programs to name a few.

We are proud of our employees who implement the LifeWorks @ Balfour Beatty Communities® program, many of which have been a part of the military, just like our residents. They understand the military life and what it takes to create a community that residents will love coming home to.



# 10 Great Reasons

to live at Balfour Beatty Communities

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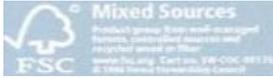
- We understand: most of our employees have served and your neighbors are military families-*just like you.*
- Your commute to work is short-*you'll save on gas.*
- All your errands are in one place.
- We're there for your maintenance-*24 hours a day.*
- Utility payments are included in your BAH.\*
- Your pets are welcome.\*
- You'll save money when you move in – NO application fee, NO pet deposit and NO security deposit.\*
- Enjoy FREE community events, activities and programs designed for you and your family.
- Professionally managed.
- Balfour Beatty Communities is making improvements and renovations daily to build a community you are proud to call HOME.

\*Some restrictions may apply.



*"I've been stationed all over the country and this is the only place that has felt like home. And when I am away, I have the peace of mind of knowing my family is safe and happy."*

*-Resident, Balfour Beatty Communities*

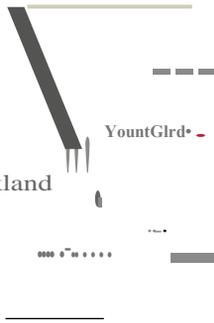


## Balfour Beatty Communities

Balfour Beatty Communities is a division of Battour Beatty pie. a world-class engineering, construction. services. and investment group headquartered in London with 35.000 employees worldwide. Its operations are in construction and management of a range of projects that directly improve the lves of people and their communities – from schools to hospitals. highways to railways. and water supply systems to power generation.

Since 1909. Balfour Beatty has continued its commitment to customer sat;sfaction, first class service. safety and a responsible approach to the environment. The Balfour Beatty Group is familiar with working in the defense/security and other sensitive sectors in the US and the UK.

At Balfour Beatty Communities. our real competitive advamage is our focus on people. We develop housing that architecturally relates to the surrounding communities and the environment. We pay close attention to details and amenities. We create a sense of community through planned social events. We have a team of professionals ai each base who specialize in leasing, maintenance and community management. With so many of our armed forces personnel deployed around the world, we work every day to make sure their families are taken care ot.so they may live in housing that feels lke home.h shorr,our first priority is the well being of military members ar.d their families.



San Antonio, TX 78227 • 877.461.6750  
[lacklandafbfamilyhousing.com](http://lacklandafbfamilyhousing.com)

### Location

**EAST OFFICE** From S.W Military Drive take the Selfridge Avenue Entrance. turn right on Kellack Road. turn left on Blake Road Management Office will be on the left.

**WEST OFFICE** From oop 410 West exit Valley Hi/Lackland Turn right on New Valley Hi. turn left on Ray Ellison\_ tum right on Med-na Base Road. Turn left on Tejeda Drive. Management Office will be on the right.

# Balfour Beatty Communities

ATTENTION

Lackland AFB is now offering housing to unaccompanied service members!!

## Fact Sheet

Rent will be the BAH equivalent to members Pay Grade split between the tenants

Example of home with three tenants:

$\$1425.00 + 3 = \$475.00$  That's a savings of \$ 410.00

Or

Example of home with two tenants:

$\$1425.00 + 2 = \$712.50$  That's a savings of \$172.50

Pro-rated rent will be waived upon move in

Rent is due on the 1<sup>st</sup> of each month

\$0 Utility Bills

\$0 Trash Collection Fees

\$0 Security Deposits

\$0 Lawn Care Fees

Homes Available Now!

\*Some Restrictions Apply

\*\*Only in Select Homes

LacklandAFBFamilyHousing.com



BALFOUR BEATTY COMMUNITY

# Balfour Beatty Communities

## ATTENTION

## Single Unaccompanied Members

### HOME AMENITIES

Lawn Care Provided  
Supplemental Renters Insurance  
Washer Drier Hook Ups  
Carpeting  
Garbage Disposals  
Dishwashers  
24/7 Emergency Maintenance  
All Utilities Included  
Pet Friendly  
Absolutely NO Security Deposits  
Fenced Backyards \*\*

\*some Restrictions Apply

\*\*Only in Select Homes

For more information please call  
1-877-461-6750 and ask to speak with  
one of our resident specialist.

[LacklandAFBFamilyHousing.com](http://LacklandAFBFamilyHousing.com)

### COMMUNITY AMENITIES

Resident Scholarship Program  
Beach Volleyball Court  
Self Help Store  
Close to Where you Work  
Basketball Court  
Weekly Resident Events  
Sparkling Swimming Pools  
Illuminated Jogging Trails  
New Community Center

*Opening in December  
2010*

Within Walking Distance to  
Commissary, BX, Chapel,  
Satellite Pharmacy



# **FAIR HOUSING**

**(Equal Opportunity For All)**

**&**

# **RESIDENT RIGHTS**

# Resident Rights



# & Responsibilities



**Secretary of HUD**

*This brochure does not apply to the Public Housing Program, the Section 8 Moderate Rehabilitation Program (except for multifamily housing projects that are insured by HUD), and the Housing Choice Voucher Program (except when a voucher is used in a multifamily housing project with a HUD-insured mortgage).*

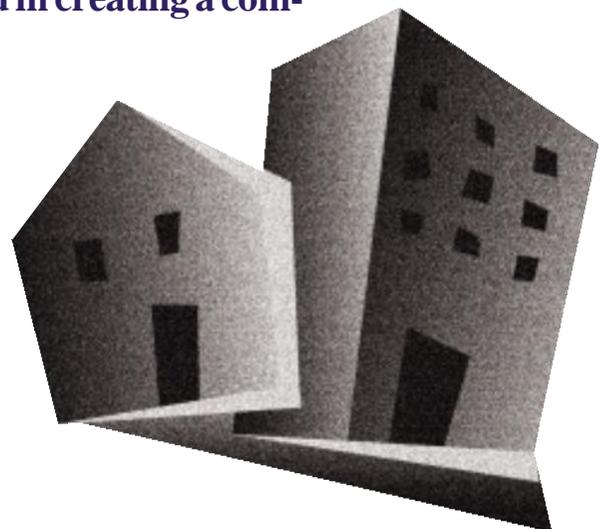
**You, as a resident (tenant), have rights and responsibilities that help make your HUD-assisted housing a better home for you and your family.**

**T**his brochure is being distributed to you because the United States Department of Housing and Urban Development, which has ultimate jurisdiction over the project in which you live, has provided some form of assistance or subsidy for this apartment building. As part of its dedication to maintaining the best possible living environment for all residents, your HUD field office encourages and supports the following:

- **Management agents and property owners communicate with residents on any and all issues.**
- **Owners and managers give prompt consideration to all valid resident complaints and resolve them as quickly as possible.**
- **Residents' right to organize and participate in the decisions regarding the well-being of the project and their home.**

**Along with your owner/management agent, you play an important role in making your place of residence—the unit (apartment), the grounds, and other common areas—a better place to live and in creating a community you can be proud of.**

**This brochure briefly lists some of your most important rights and responsibilities to help you get the most out of your home.**



# *Your* Rights

As a resident of a HUD-assisted multifamily housing project, you should be aware of your rights.

## Rights

### **Involving Your Apartment**

- The right to live in decent, safe, and sanitary housing that is free from environmental hazards such as lead-based paint hazards.
- The right to have repairs performed in a timely manner, upon request, and to have a quality maintenance program run by management.
- The right to be given reasonable notice, in writing, of any nonemergency inspection or other entry into your apartment.

## Rights

### **Involving Resident Organizations**

- The right to organize as residents without obstruction, harassment, or retaliation from property owners or management.
- The right to post materials in common areas and provide leaflets informing other residents of their rights and of opportunities to involve themselves in their project.
- The right, which may be subject to a reasonable, HUD-approved fee, to use appropriate common space or meeting facilities to organize or to consider any issue affecting the condition or management of the property.
- The right to meet without the owner/manager present.
- The right to be recognized by property owners and managers as having a voice in residential community affairs.

## Rights

### **Involving Nondiscrimination**

The right to equal and fair treatment and use of your building's services and facilities, without regard to race, color, religion, gender, disability, familial status (children under 18), national origin (ethnicity or language), or in some circumstances, age.

# *Your* Responsibilities

As a resident of a HUD-assisted multifamily housing project, you also have certain responsibilities to ensure that your building remains a suitable home for you and your neighbors. By signing your lease, you and the owner/management company have entered into a legal, enforceable contract. You and the owner/management company are responsible for complying with your lease, house rules, and local laws governing your property. If you have any questions about your lease or do not have a copy of it, contact your management agent or your local HUD field office.

## Responsibilities

### **to Your Property Owner or Management Agent**

- Complying with the rules and guidelines that govern your lease.
- Paying the correct amount of rent on a timely basis each month.
- Providing accurate information to the owner at the certification or recertification interview to determine your total tenant payment, and consenting to the release of information by a third party to allow for verification.
- Reporting changes in the family's income.

## Responsibilities

### **to the Project and to Your Fellow Residents**

- Conducting yourself in a manner that will not disturb your neighbors.
- Not engaging in criminal activity in the unit, common area, or grounds.
- Keeping your unit clean and not littering the grounds or common areas.
- Disposing of garbage and waste in a proper manner.
- Complying with local codes that affect the health or safety of the residence.
- Maintaining your apartment and common areas in the same general physical condition as when you moved in.
- Reporting any apparent environmental hazards to the management, such as peeling paint—which is a hazard if it is a lead-based paint—and any defects in building systems, fixtures, appliances, or other parts of the unit, the grounds, or related facilities.

# *Your* Participation *is important*

Residents in HUD-assisted multifamily housing can play an important role in decisions that affect their project. Different HUD programs provide for specific resident rights. You have the right to know under which HUD program your building is assisted. To find out if your apartment building is covered under any of the following categories, contact your management agent.

If your building was funded under **Section 236, 221 (d)(3)/BMIR, Rent Supplement Program, Section 202 Direct Loan Program, Section 202/811 Capital Advance Programs, or is assisted under any applicable project-based Section 8 programs**, and prior HUD approval is required before the owner can prepay, you have the right to participate in or be notified of, and comment on, the following:

- An increase in the maximum permissible rent.
- Conversion of a project from project-paid utilities to tenant-paid utilities or a reduction in tenant utility allowance.
- Conversion of residential units in a multifamily housing project to a nonresidential use or to condominiums, or the transfer of the project to a cooperative housing mortgagor corporation or association.
- Partial release of mortgage security.
- Capital improvements that represent a substantial addition to the project.
- Nonrenewal of a project-based Section 8 contract.
- Any other action which could ultimately lead to involuntary temporary or permanent relocation of residents.
- Prepayment of mortgage.



# *Your* Participation *continued...*

If your unit has a project-based Section 8 contract that is expiring or being terminated and will not be renewed, the assisted family may elect to remain in the same project in which the family was residing on the date of the eligibility event for the project. The family residing in an assisted unit may be eligible for an enhanced voucher. Owners must provide a 1-year notification of their intent to opt out of the Section 8 contract. Residents may use the Section 8 voucher in any building with rents in the allowable range. Eligible tenants can receive enhanced vouchers only if they remain in the same project in which they resided on the date the Section 8 contract was terminated. If an eligible tenant moves, they are eligible for a Section 8 voucher that is not enhanced. You also have the right to Relocation Counseling, where you can learn about housing options available to you.

**Residents of HUD-assisted housing are our partners and partners in their communities. HUD regulations give residents the right to press for improved conditions by organizing independent resident associations. These associations encourage residents to become involved in the decisions that affect their homes without harassment or retaliation by property owners or management.**

*—Secretary of HUD*

If you live in a building that is **owned by HUD** and is being sold, you have the right to be notified of, and comment on, HUD's plans for disposing of the building.

# *Additional* Assistance



If you need help or more information, you may contact:

- Your property manager or management company.
- The project manager in HUD's Multifamily Hub, Multifamily Field Office, or your local Contract Administrator.
- Your local HUD Field Office - <http://www.hud.gov/local/index.cfm>
- The housing counseling agency in your community (for assistance, call the HUD Housing Counseling Service Locator at 1-800-569-4287).
- HUD's National Multifamily Housing Clearinghouse at 1-800-685-8470 to report maintenance or management concerns.
- HUD's Office of Inspector General Hot Line at 1-800-347-3735 to report fraud, waste, or mismanagement.
- Citation to the Multifamily Housing Rule—24 CFR Part 245.
- World Wide Web - <http://www.hud.gov>

If you believe that you have been discriminated against, or would like information on what constitutes housing discrimination, call 1-800-669-9777, or call your local HUD Office of Fair Housing and Equal Opportunity.

Your local government tenant/landlord affairs office, legal services office, and tenant organizations may also provide you with information on additional rights you have under local or state law.

The brochure about your rights and responsibilities as a resident of HUD assisted multifamily housing is available in languages other than English. To find out which language versions are currently in stock, contact HUD's National Multifamily Housing Clearinghouse at 1-800-685-8470.



**U.S. Department of Housing  
and Urban Development**

*Office of Multifamily Housing Programs*

Washington, DC 20410-0000

Official Business

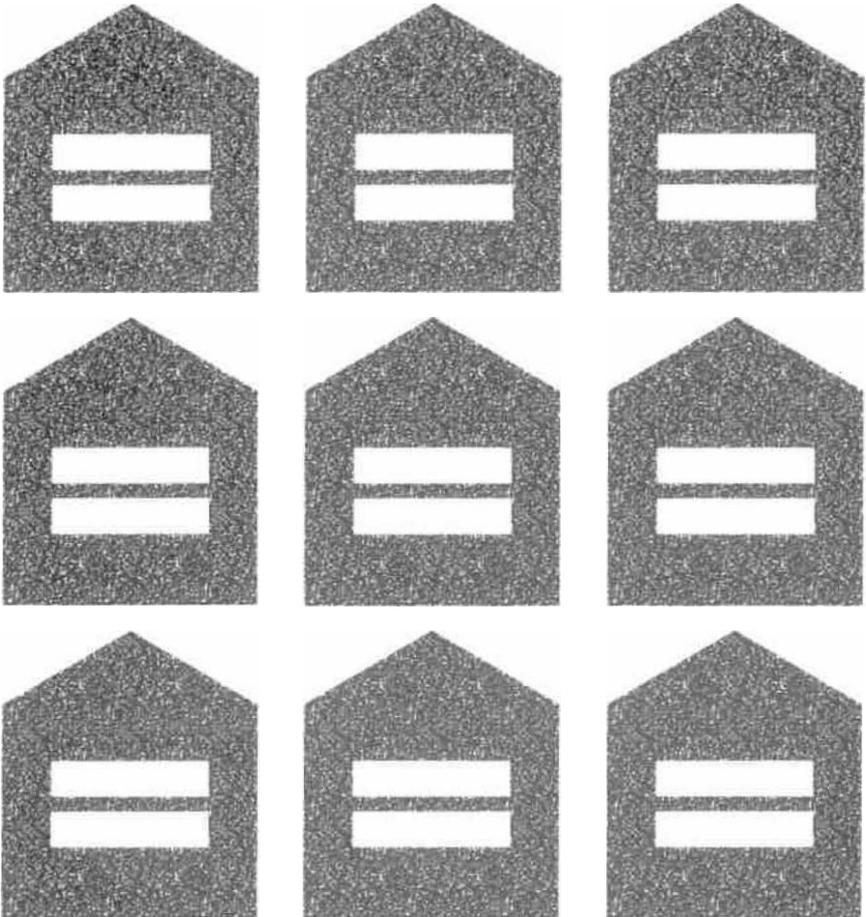
Penalty for Private Use \$300



# Fair Housing

Equal Opportunity for All

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Please visit our website : [www.hud.gov/fairhousing](http://www.hud.gov/fairhousing)

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## Fair Housing Equal Opportunity for All

America, in every way, represents equality of opportunity for all persons. The rich diversity of its citizens and the spirit of unity that binds us all symbolize the principles of freedom and justice upon which this nation was founded. That is why it is extremely disturbing when new immigrants, minorities, families with children, and persons with disabilities are denied the housing of their choice because of illegal discrimination.

The Department of Housing and Urban Development enforces the Fair Housing Act and the other federal laws that prohibit discrimination and the intimidation of people in their homes, apartment buildings, and condominium developments - and nearly all housing transactions, including the rental and sale of housing and the provision of mortgage loans.

Equal access to rental housing and homeownership opportunities is the cornerstone of this nation's federal housing policy. Landlords who refuse to rent or sell homes to people based on race, color, national origin, religion, sex, familial status, or disability are violating federal law, and HUD will vigorously pursue them.

Housing discrimination is not only illegal, it contradicts in every way the principles of freedom and opportunity we treasure as Americans. The Department of Housing and Urban Development is committed to ensuring that everyone is treated equally when searching for a place to call home.

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<b>Contents</b>	The Fair Housing Act . . . .	
	What Housing is Covered?	
	What is Prohibited? ,	. 1
	Additional Protection If You Have A Disability . . . .	. 3
	Housing Opportunities for Families with Children. . .	. 5
	If You Think Your Rights Have Been Violated . . . . .	. 6
	What Happens When You File A Complaint? . . . . .	10
	Does the U.S. Department of Justice Play A Role? . . . .	11
	What Happens After A Complaint Investigation? . . . . .	12
	In Addition . . . . .	

U.S. Department of Housing and Urban Development (HUD)  
451 7th Street, S.W.  
Washington, D.C. 20410-2000

## The Fair Housing Act

The Fair Housing Act prohibits discrimination in housing because of:

- Race or color
- National origin
- Religion
- Gender
- Familial status (including children under the age of 18 living with parents or legal custodians; pregnant women and people securing custody of children under 18)
- Disability

## What Housing Is Covered?

The Fair Housing Act covers most housing. In some circumstances, the Act exempts owner-occupied buildings with no more than four units, single-family housing sold or rented without the use of a broker and housing operated by organizations and private clubs that limit occupancy to members.

## What Is Prohibited?

**In the Sale and Rental of Housing:** No one may take any of the following actions based on race, color, religion, gender, disability, familial status, or national origin:

- Refuse to rent or sell housing
- Refuse to negotiate for housing
- Make housing unavailable
- Deny a dwelling
  - Set different terms, conditions or provisions for sale or rental of a dwelling
- Provide different services or facilities
- Falsely available for housing inspection, sale or rental
- For profit, persuade, or to persuade homeowners to sell or rent dwellings by suggesting that people of a particular race, etc. have moved, or are about to move into the neighborhood (blockbusting) or
- Deny any person access to, or membership or participation in, any organization (facility or service as a multiple listing service) related to the sale or rental of dwellings, or discriminate any person in the terms or conditions of such access, membership or participation

**In Mortgage Lending:** No one may take any of the following actions based on race, color, religion, gender, disability, familial status, or national origin:

- Refuse to make a mortgage loan
- Refuse to provide information regarding loans
- Impose different terms or conditions on a loan, such as different interest rates, points, or fees
- Discriminate in appraising property
- Refuse to purchase a loan or
- Set different terms or conditions for purchasing a loan.

**In Addition**, it is a violation of the Fair Housing Act to:

- Threaten, coerce, intimidate or interfere with anyone exercising a fair housing right or assisting others who exercise that right
- Make, print, or publish any statement, in connection with the sale or rental of a dwelling, that indicates a preference, limitation, or discrimination based on race, color, religion, gender, disability, familial status, or national origin. This prohibition against discriminatory advertising applies to single-family and owner-occupied housing that is otherwise exempt from the Fair Housing Act.
- Refuse to provide homeowners insurance coverage for a dwelling because of the race, color, religion, gender, disability, familial status, or national origin of the owner and/or occupants of a dwelling
- Discriminate in the terms or conditions of homeowners insurance coverage because of the race, color, religion, gender, disability, familial status, or national origin of the owner and/or occupants of a dwelling
- Refuse to provide homeowners insurance, or imposing less favorable terms or conditions of coverage because of the predominant race, color, religion, gender, disability, familial status or national origin of the residents of the neighborhood in which a dwelling is located ('redlining')
- Refuse to provide available information on the full range of homeowners insurance coverage options available because of the race, etc. of the owner and/or occupants of a dwelling
- Make, print, or publish any statement, in connection with the provision of homeowners insurance coverage, that indicates a preference, limitation or discrimination based on race, color, religion, gender, disability, familial status or national origin.



## Additional Protection If

If you or someone associated with you:

- Have a physical or mental disability (including hearing, mobility and visual impairments, cancer, chronic mental illness, AIDS, AIDS Related Complex, or mental retardation) that substantially limits one or more major life activities
- Have a record of such a disability or
- Are regarded as having such a disability, your landlord may not:
  - Refuse to let you make reasonable modifications to your dwelling or common use areas, at your expense, if necessary for the disabled person to fully use the housing. (Where reasonable, the landlord may permit changes only if you agree to restore the property to its original condition when you move.)
  - Refuse to make reasonable accommodations in rules, policies, practices or services if necessary for the disabled person to use the housing on an equal basis with nondisabled persons.

**Example:** A building with a “no pets” policy must allow a visually impaired tenant to keep a guide dog.

**Example:** An apartment complex that offers tenants ample, unassigned parking must honor a request from a mobility-impaired tenant for a reserved space near her apartment if necessary to assure that she can have access to her apartment.

However, housing need not be made available to a person who is a direct threat to the health or safety of others or who currently uses illegal drugs.

**Accessibility Requirements for New Multifamily Buildings:** In buildings with four or more units that were first occupied **after** March 13, 1991, and that have an elevator:

- Public and common areas must be accessible to persons with disabilities
- Doors and hallways must be wide enough for wheelchairs
- All units must have:
  - An accessible route into and through the unit
  - Accessible light switches, electrical outlets, thermostats and other environmental controls
  - Reinforced bathroom walls to allow later installation of grab bars and
  - Kitchens and bathrooms that can be used by people in wheelchairs.

If a building with four or more units has no elevator and was first occupied after March 13, 1991, these standards apply to ground floor units only.

These accessibility requirements for new multifamily buildings do not replace more stringent accessibility standards required under State or local law.



## Housing Opportunities for Families with Children

The Fair Housing Act makes it unlawful to discriminate against a person whose household includes one or more children who are under 18 years of age ("*familial status*"). Familial status protection covers households in which one or more minor children live with:

- A parent;
- A person who has legal custody (including guardianship) of a minor child or children; or
- The designee of a parent or legal custodian, with the written permission of the parent or legal custodian.

Familial status protection also extends to pregnant women and any person in the process of securing legal custody of a minor child (including adoptive or foster parents).

### Additional familial status protections:

You also may be covered under the familial status provisions of the Fair Housing Act if you experience retaliation, or suffer a financial loss (employment, housing, or realtor's commission) because:

- You sold or rented, or offered to sell or rent a dwelling to a family with minor children; or
- You negotiated, or attempted to negotiate the sale or rental of a dwelling to a family with minor children.

### The "Housing for Older Persons" Exemption:

The Fair Housing Act specifically exempts some senior housing facilities and communities from liability for *familial status* discrimination. Exempt senior housing facilities or communities can lawfully refuse to sell or rent dwellings to families with minor children, or may impose different terms and conditions of residency. In order to qualify for the 'housing for older persons' exemption, a facility or community must prove that its housing is:

- Provided under any State or Federal program that HUD has determined to be specifically designed and operated, to assist *elderly persons* (as defined in the State or Federal program); or



- Intended for, and solely occupied by persons *62 years of age or older*; or
- Intended and operated for occupancy by persons *55 years of age or older*.

In order to qualify for the "**55 or older**" housing exemption, a facility or community must satisfy each of the following requirements:

- at least *80 percent* of the occupied units must have at least one occupant who is 55 years of age or older; and the facility or community must publish and adhere to policies and procedures that demonstrate the *intent* to operate as "55 or older" housing; and the facility or community must comply with HUD's regulatory requirements for *age verification* of residents by reliable surveys and affidavits.

The "*housing for older persons*" exemption does not protect senior housing facilities or communities from liability for housing discrimination based on *race, color, religion, gender, disability, or national origin*. Further, "*55 or older*" housing facilities or communities that do permit residency by families with minor children cannot lawfully *segregate* such families in a particular section, building, or portion of a

## If You Think Your Rights Have Been Violated

HUD is ready to \_\_\_\_\_ with any problem of housing discrimination. If you think your rights have been \_\_\_\_\_ you may write a letter or telephone the HUD office nearest you. You have one year after the discrimination \_\_\_\_\_ occurred or ended to file a complaint with HUD, but you should file it as soon as possible

### What to Tell HUD:

- Your name and address
- The name and address of the person \_\_\_\_\_ (com- is \_\_\_\_\_ espondent)
- The address or other identification \_\_\_\_\_ the involved
- A short \_\_\_\_\_ of the alleged violation (the event that caused you to believe your rights were violated)
- The date(s) of the alleged violation.

**Where to Write or Call:** Send a letter to the HUD office nearest you, or if you wish, you may call that office directly. The TTY numbers listed for those offices are not toll free. Or you may call the toll free national TTY hotline at 1-800-927-9275.

*For Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont:*

**BOSTON REGIONAL OFFICE**

*(Complaints\_office\_01@hud.gov)*

U.S. Department of Housing and Urban  
Development

Thomas P. O'Neill Jr. Federal Building

10 Causeway Street, Room 308

Boston, MA 02222-1092

Telephone (617) 994-8300 or 1-800-827-5005

Fax (617) 565-7313 \* TTY (617) 565-5453

*Far New Jersey and New York:*

**NEW YORK REGIONAL OFFICE**

*(Complaints\_office\_02@hud.gov)*

U.S. Department of Housing and Urban  
Development

26 Federal Room 3532

New NY 10278-0068

Telephone 542-7519 or 1-800-496-4294

Fax \* TTY 264-0927

*For Delaware, District of Columbia, Maryland,  
Pennsylvania, Virginia and West Virginia:*

**PHILADELPHIA REGIONAL OFFICE**

*(Complaints\_office\_03@hud.gov)*

U.S. Department of Housing and Urban  
Development

The Wanamaker Building

100 Penn Square East

Philadelphia, PA 19107-9344

Telephone (215) 656-0663 or 1-888-799-2085

Fax (215) 656-3449 TTY 656-3450

*For Alabama, Florida, Georgia, Kentucky,  
Mississippi, North Carolina, Puerto Rico,  
South Carolina, Tennessee  
and the U.S. Virgin Islands:*

**ATLANTA REGIONAL OFFICE**

*(Complaints\_office\_04@hud.gov)*

U.S. Department of Housing and Urban  
Development

Five Points Plaza

40 Marietta 16th Floor

Atlanta, GA 30303-2808

Telephone (404) 331-5140 or 1-800-440-8091

Fax (404) 331-1021 \* TTY 730-2654

*For Illinois, Indiana, Michigan, Minnesota,  
Ohio and Wisconsin:*

**CHICAGO REGIONAL OFFICE**

*(Complaints\_office\_05@hud.gov)*

U.S. Department of Housing and Urban  
Development

Ralph H. Metcalfe Federal Building

77 West Jackson "1", Room 2101

Chicago, IL 60604-3507

Telephone (312) 353-7776 or 1-800-765-9372

Fax (312) 886-2837 \* TTY (312) 353-7143

*For Arkansas, Louisiana, New  
Oklahoma and Texas:*

**FORT WORTH REGIONAL OFFICE**

*(Complaints\_office\_06@hud.gov)*

U.S. Department of Housing and Urban  
Development

801 North Cherry, 27th Floor

Fort Worth, TX 76102-6803

Telephone (817) 978-5900 or 1-888-560-8913

Fax (817) 978-5876/5851 \* TTY 978-5595

Address:

U.S. Department of Housing and Urban  
Development

Post Office Box 2905

Fort Worth, TX 76113-2905

*For Iowa, Kansas, Missouri and Neb*

**KANSAS CITY REGIONAL OFFICE**

*(Complaints\_office\_07@hud.gov)*

U.S. Department of Housing and Urban  
Development

Gateway Tower II,

400 State Avenue, Room 200, 4th Floor

Kansas City, KS 66101-2406

Telephone (913) 551-6958 or 1-800-743-5323

Fax (913) 551-6856 \* TTY (913) 551-6972

*For Colorado, Montana, North Dakota,  
South Dakota, Utah and Wyoming:*

**OENVER REGIONAL OFFICE**

*(Complaints\_office\_08@hud.gov)*

U.S. Department of Housing and Urban  
Development

1670 Broadway

Denver, CO 80202-4801

Telephone (303) 672-5437 or 1-800-877-7353

Fax (303) 672-5026 \* TTY (303) 672-5248

*For Arizona, California, Hawaii and Nevada:*

**SAN FRANCISCO REGIONAL OFFICE**

*(Complaints\_office\_09@hud.gov)*

U.S. Department of Housing and Urban  
Development

600 Harrison Street, Third Floor

San Francisco, CA 94107-1387

Telephone (415) 489-6548 or 1-800-347-3739

Fax (415) 489-6558 \* TTY (415) 489-6564

*For Alaska, Idaho, Oregon and Washin*

**SEATTLE REGIONAL OFFICE**

*(Complaints\_office\_10@hud.gov)*

U.S. Department of Housing and Urban  
Development

Seattle Federal Office Building

909 First Avenue, Room 205

Seattle, WA 98104-1000

Telephone (206) 220-5170 or 1-800-877-0246

Fax (206) 220-5447 \* TTY (206) 220-5185

If after contacting the local office nearest you, you still have questions - you may contact HUD further at:

U.S. Department of Housing and Urban  
Development  
Office of Fair Housing and Equal Opportunity  
451 7th Street, SW, Room 5204  
Washington, DC 20410-2000  
Telephone 1-800-669-9777  
Fax (202) 708-1425 \* TTY 1-800-927-9275

If You Are Disabled: HUD also provides:

- A TTY phone for the deaf/hard of hearing users (see above list for the nearest HUD office)
- Interpreters
- Tapes and braille materials
- Assistance in reading and completing forms

## What Happens When You File A Complaint?



HUD will notify you in writing when your complaint is accepted for filing under the Fair Housing Act. HUD also will:

- Notify the alleged violator ("respondent") of the filing of your complaint, and allow the respondent time to submit a written answer to the complaint.
- Investigate your complaint, and determine whether or not there is reasonable cause to believe that the respondent violated the Fair Housing Act.
- Notify you and the respondent if HUD cannot complete its investigation within 100 days of filing your complaint, and provide reasons for the delay.

**Fair Housing Act Conciliation:** During the complaint investigation, HUD is required to offer you and the respondent the opportunity to voluntarily resolve your complaint with a HUD Conciliation Agreement. A HUD Conciliation Agreement provides individual relief for you, and protects the public interest by deterring future discrimination by the respondent. Once you and the respondent sign a HUD Conciliation Agreement, and HUD approves the Agreement, HUD will cease investigating your complaint. If you believe that the respondent has violated ("breached") your Conciliation Agreement, you should promptly notify the HUD Office that investigated your complaint. If HUD determines that there is reasonable cause to believe that the

respondent violated the Agreement, HUD will ask the U.S. Department of Justice to file suit against the respondent in Federal District Court to enforce the terms of the Agreement.

**Complaint Referrals to State or Local Public Fair Housing Agencies:** If HUD has certified that your State or local public fair housing agency enforces a civil rights law or ordinance that provides rights, remedies and protections that are *substantially equivalent* to the Fair Housing Act, HUD must promptly refer your complaint to that agency for investigation, and must promptly notify you of the referral. The State or local agency will investigate your complaint under the *substantially equivalent* State or local civil rights law or ordinance. The State or local public fair housing agency must start investigating your complaint within 30 days of HUD's referral, or HUD may retrieve ('reactivate') the complaint for investigation under the Fair Housing Act.

Does the U.S.  
Department of Justice  
Play a Role?



If you need immediate help to stop or prevent a severe problem caused by a Fair Housing Act violation, HUD may be able to assist you as soon as you file a complaint. HUD may authorize the U.S. Department of Justice to file a Motion in Federal District Court for a 10-day Temporary Restraining Order (TRO) against the respondent, followed by a Preliminary Injunction pending the outcome of HUD's investigation. A Federal Judge may grant a TAO or a Preliminary Injunction against a respondent in cases where:

- Irreparable (irreversible) harm or injury to housing rights is likely to occur without HUD's intervention, and
- There is substantial evidence that the respondent has violated the Fair Housing Act.

**Example:** An owner agrees to sell a house, but, after discovering that the buyers are black, pulls the house off the market, then promptly lists it for sale again. The buyers file a discrimination complaint with HUD. HUD may authorize the U.S. Department of Justice to seek an injunction in Federal District Court to prevent the owner from selling the house to anyone else until HUD investigates the complaint.

## What Happens After A Complaint Investigation?



**Determination of Reasonable Cause, Charge of Discrimination, and Election:** When your complaint investigation is complete, HUD will prepare a Final Investigative Report summarizing the evidence gathered during the investigation. If HUD determines that there is reasonable cause to believe that the respondent(s) discriminated against you, HUD will issue a Determination of Reasonable Cause and a Charge of Discrimination against the respondent(s). You and the respondent(s) have Twenty (20) days after receiving notice of the Charge to decide ('elect') whether to have your case heard by a HUD Administrative Law Judge (ALJ) or to have a civil trial in Federal District Court.

**HUD Administrative Law Judge Hearing:** If neither you nor the respondent elects to have a Federal civil trial before the 20-day Election Period expires, HUD will promptly schedule a Hearing for your case before a HUD Administrative Law Judge. The ALJ Hearing will be conducted in the locality where the discrimination allegedly occurred. During the ALJ Hearing, you and the respondent(s) have the right to appear in person, to be represented by legal counsel, to present evidence, to cross-examine witnesses, and to request subpoenas in aid of discovery of evidence. HUD attorneys will represent you during the ALJ Hearing at no cost to you; however, you may also choose to intervene in the case and retain your own attorney. At the conclusion of the Hearing, the HUD ALJ will issue a Decision based on findings of fact and conclusions of law. If the HUD ALJ concludes that the respondent(s) violated the Fair Housing Act, the respondent(s) can be ordered to:

- Compensate you for actual damages.
- Provide permanent injunctive relief.
- Provide appropriate equitable relief (for example, make the housing available to you).
- Pay your reasonable attorney's fees.
- Pay a civil penalty to HUD to vindicate the public interest by discouraging future discriminatory housing practices. The maximum civil penalties are: \$16,000.00 for a first violation of the Act; \$37,500.00 if a previous violation has occurred within the preceding five-year period; and \$65,000.00 if two or more previous violations have occurred within the preceding seven-year period.

**Civil Trial in Federal District Court:** If either you or the respondent elects to have a Federal civil trial for your complaint, HUD must refer your case to the U.S. Department of Justice for enforcement. The U.S. Department of Justice will file a civil lawsuit on your behalf in the U.S. District Court in the circuit in which the discrimination allegedly occurred. You also may choose to intervene in the case and retain your own attorney. Either you or the respondent may request a jury trial, and you each have the right to appear in person, to be represented by legal counsel, to present evidence, to cross-examine witnesses, and to request subpoenas in aid of discovery of evidence. If the Federal Court decides in your favor, a Judge or jury may order the respondent(s) to:

- Compensate you for actual damages.
- Provide permanent injunctive relief.
- Provide appropriate equitable relief (for example, make the housing available to you).
- Pay your reasonable attorney's fees.
- Pay punitive damages to you
- Pay a civil penalty to the U.S. Treasury to vindicate the public interest, in an amount not exceeding **\$55,000.00** for a first violation of the Act and in an amount not exceeding **\$110,000.00** for any subsequent violation of the Act.



**Determination of No Reasonable Cause and Dismissal:** If HUD finds that there is no reasonable cause to believe that the respondent(s) violated the Act, HUD will dismiss your complaint with a Determination of No Reasonable Cause. HUD will notify you and the respondent(s) of the dismissal by mail, and you may request a copy of the Final Investigative Report.

**Reconsiderations of No Reasonable Cause Determinations:** The Fair Housing Act provides no formal appeal process for complaints dismissed by HUD. However, if your complaint is dismissed with a Determination of No Reasonable Cause, you may submit a written request for a reconsideration review to: Director, FHEO Office of Enforcement, U.S. Department of Housing and Urban Development, 451-7th Street, SW, Room 5206, Washington, DC 20410-2000.

## In Addition

**You May File a Private Lawsuit:** Even if HUD dismisses your complaint under the Fair Housing Act, you may be able to file a private civil lawsuit in Federal District Court. You must file your lawsuit within two (2) years of the most recent date of discrimination. If your complaint is not counted in the 2-year filing period, you must file your lawsuit at your own expense; however, if you cannot afford an attorney, the Court may appoint one for you.

Even if HUD is still processing your complaint, you may file a civil lawsuit against the HUD Conciliator unless: (1) you have a HUD Conciliation to resolve your HUD complaint; or (2) a HUD Administrative Law Judge has commenced an Administrative Law proceeding for your complaint.

### Other Tools to Combat Housing Discrimination:

- If there is noncompliance with the order of an Administrative Law Judge, HUD may seek temporary relief, enforcement of the order or a restraining order in a United States Court of Appeals.
- The Attorney General may file a suit in Federal District Court if there is reasonable cause to believe a pattern or practice of housing discrimination is occurring.

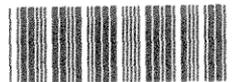
### For Further Information:

The purpose of this brochure is to summarize your right to fair housing. The Fair Housing Act and HUD's regulations contain more detail and technical information. If you need a copy of the law or regulations, contact the HUD Fair Housing Office nearest you. See the list of HUD Fair Housing Offices on pages 7-9.



**Department of Housing  
and Urban Development**  
Room 5204  
Washington DC, 20410-2000

HUD-1686-1-FHEO  
September 2008



02305

**HOUSING**

**COMPLAINT**

**FORM**

## HOUSING COMPLAINT

NAME (Last, First, Middle Initial)	ADDRESS	HOME TELEPHONE NO
------------------------------------	---------	-------------------

ORGANIZATION	OFFICE SYMBOL	OFFICE TELEPHONE NO
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<b>COMPLAINT CONCERNS</b> <input type="checkbox"/> NEIGHBOR <input type="checkbox"/> OWNER <input type="checkbox"/> AGENT <input type="checkbox"/> MANAGER <input type="checkbox"/> TENANT <input type="checkbox"/> OTHER _____	<b>BASIS FOR COMPLAINT</b> <input type="checkbox"/> DEPOSIT <input type="checkbox"/> SANITATION <input type="checkbox"/> FAILURE TO COMPLY WITH RENTAL AGREEMENT <input type="checkbox"/> RENT <input type="checkbox"/> PARKING <input type="checkbox"/> MAINTENANCE <input type="checkbox"/> NOISE <input type="checkbox"/> PETS <input type="checkbox"/> CHILDREN
---	---

My housing unit was obtained through housing referral listings	<input type="checkbox"/> YES	<input type="checkbox"/> NO
I have a written rental agreement	<input type="checkbox"/> YES	<input type="checkbox"/> NO

**COMPLAINT IS FILED AGAINST THE FOLLOWING INDIVIDUAL OR FACILITY/AGENCY**

NAME (Last, First, Middle Initial)	NAME OF FACILITY/AGENCY
------------------------------------	-------------------------

ADDRESS (Street, City)	ADDRESS (Street, City)
------------------------	------------------------

(State & Zip Code)	TELEPHONE NUMBER	(State & Zip Code)	TELEPHONE NUMBER
--------------------	------------------	--------------------	------------------

**DESCRIPTION OF EVENTS RELATING TO COMPLAINT (Furnish names, facts, and dates)**

# INSTRUCTIONS – APPLICATION FOR FAMILY HOUSING

The application to the wait list is a 2 step process, the Housing Management Office Requirements and the Balfour Beatty Communities requirements:

## 1. Housing Management Office (HMO) Requirements

- a. Complete the DD Form 1746, click on the paperclip left hand side of the form and complete the Referral Checklist and the AF Form 4422
- b. Copy of the PCS orders to Lackland AFB. If the PCS orders do not include all dependants, additional documents are needed:
  - For Children – copy of the birth certificate OR copy of the DD Form 1172 (Request for Dependent ID card from DEERS)
  - For a Spouse – Copy of the Marriage License
- c. Supporting documentation for special medical consideration must be provided. Medical documentation for pregnancy must be attached for consideration of an additional bedroom.

Please forward the documents to the Ms Elvira Martinez, [elvira.martinez@us.af.mil](mailto:elvira.martinez@us.af.mil), phone (210) 375-5149 or Ms Tana Waits, [tana.waits@us.af.mil](mailto:tana.waits@us.af.mil), phone (210) 375-5148 or fax (210) 375-5150, DSN 473-3472. The HMO will determine eligibility and forward the documents to BBC. Please allow up to 5 days to process the paperwork. Incomplete applications will not be processed. The standard on base is one bedroom per child. The largest house is a 5 bedroom unit.

## 2. Balfour Beatty Communities (BBC) Requirements:

- a. Complete the Balfour Beatty Communities application (found under Forms and Guides at [www.lacklandafbfamilyhousing.com/](http://www.lacklandafbfamilyhousing.com/) or at bottom of this package).
- b. Copy of the PCS orders to Lackland AFB.
- c. Current copy of an end of the month LES

Please forward the documents to BBC ( see the contact phone number and e-mail at <http://www.lacklandfamilyhousing.com>) and for information about estimated wait time please contact BBC directly at 1-877-385-0076 or (210) 674-9366.

\*\*\*\*\*

The Base Lodging Office reservation line is 1-888-235-6343 for temporary lodging arrangements.

If on-base housing is not immediately available upon your arrival, the “Welcome Package” on the Air Force Housing Website contains the off base housing information.

**Please note for an advance referral application the date the Housing Office receives the referral form is not the date you are place on the waitlist.**

### The effective date of application:

**Advanced Application** - The date the applicant departs the losing installation (including members with TDY enroute) or the date ordered to active duty. The effective date of application may not predate the date of entry on active duty.

**Walk-in Applications** - The effective date for a member who walks into the gaining installation Housing Management Office is as follows:

- If within 30 days of arrival, the application date will be the departure date from the losing installation.
- If more than 30 days after arrival, the application date will be the date of the walk-in.
- If the date of application is the walk-in date and dependents have not arrived on the installation or arrival is more than 30 days; the application date will be the date member’s dependents arrive on the installation.

**Note: Military personnel coming to Lackland following an Unaccompanied Dependent Restricted Tour (UDR) should provide a copy of the PCS orders for the UDR Tour and the PCS orders to Lackland.**

APPLICATION FOR ASSIGNMENT TO HOUSING (Before completing form, read Privacy Act Statement and Instructions on reverse)				1. TYPE SERVICE DESIRED (X one or both)	
				a. MILITARY	b. HOUSING REFERRAL
<b>SECTION I - APPLICANT INFORMATION</b>					
2. NAME OF SPONSOR (Last, First, Middle Initial)		3. PAY GRADE	4. SSN	5. DOD COMPONENT	
6. ADDRESS (Street, City, State, Zip Code)		<b>7. TELEPHONE NUMBER</b>		8. STATUS OF APPLICANT (X one)	
		a. HOME (Area Code)	b. DUTY (DSN)	a. MILITARY MEMBER	c. CIVILIAN
		9. MARITAL STATUS		b. MILITARY SPOUSE	d. FOREIGN NATIONAL
10. I AM SEPARATED FROM MY DEPENDENTS (X one)					
		a. VOLUNTARILY	b. INVOLUNTARILY		
11. I REQUEST HOUSING FOR (X one)			SECTION II - MILITARY CAREER INFORMATION (Civilians)		
a. SELF ONLY			b. SELF AND DEPENDENTS		
12. INSTALLATION/ORGANIZATION TRANSFERRED FROM			14. DATES (Enter in YYMMDD)		
			MILITARY	MILITARY SPOUSE	
13. INSTALLATION/ORGANIZATION TRANSFERRED TO			a. EFFECTIVE RANK/RATE DATE		
			b. ACTIVE DUTY SERVICE		
			c. TIME REMAINING ON ACTIVE		
			d. EFFECTIVE CHANGE IN DUTY STATION		
			e. REPORT DATE		
			f. ESTIMATED FAMILY ARRIVAL		
<b>SECTION III - DEPENDENT DATA</b>					
15. DEPENDENTS RESIDING WITH ME (If more space is needed, continue on plain paper.)					
a. NAME (Last, First, Middle Initial)		b. DATE OF BIRTH (YYMMDD)	c. SEX	d. RELATIONSHIP	e. REMARKS (Handicap, health problems, expected additions to family, etc.)
<b>SECTION IV - HOUSING DATA</b>					
16. COMMUNITY HOUSING DESIRED (X as applicable)					
a. PURCHASE HOUSE		d. RENT HOUSE		g. RENT MOBILE HOME	
b. PURCHASE CONDOMINIUM		e. RENT APARTMENT		h. SHARE	
c. PURCHASE MOBILE HOME		f. RENT MOBILE HOME		i. RENT ROOM	
				j. ROOM AND BOARD	
				k. SUBLET	
				l. TRANSIENT	
17. AMENITIES DESIRED (X as applicable. Write number in d. and e.)			18. DATE HOUSING NEEDED (YYMMDD)		19. PRICE RANGE (Community Housing)
a. FURNISHED		e. NO. BATHS			
b. UNFURNISHED		f. PETS (Allowed)			
c. AIR CONDITIONING		g. OTHER (Explain)		20. LOCATION PREFERENCE (Community Housing)	
d. NO. BEDROOMS					
21. REMARKS					
I, _____ GIVE THE HOUSING OFFICE AUTHORIZATION TO RELEASE MY PRIVACY ACT INFORMATION TO THE PROPERTY/PROJECT OWNER.					
22. SIGNATURE OF APPLICANT				23. DATE SUBMITTED (YYMMDD)	
<b>SECTION V - DISPOSITION (To be completed by the Housing Office.)</b>					
24. MILITARY HOUSING					
a. APPLICATION RECEIVED (YYMMDD and time)		b. APPLICATION EFFECTIVE (YYMMDD)		c. DD FORM 1747 PROVIDED (YYMMDD)	
d. HOUSING AVAILABILITY (Boxes indicated on DD Form 1747)		e. APPLICANT PLACED ON WAITING LIST		f. EFFECTIVE PLACEMENT (YYMMDD)	
		g. BEDROOMS REQUIRED		h. DATE UNIT ASSIGNED (YYMMDD)	
<b>SECTION VI - HOUSING REFERRAL CERTIFICATE</b>					
On this date I have received a listing of the housing restrictions approved by the Installation Commander, and I will not reside in any property on the restricted list. I have been briefed on (1) the services provided by the Housing Office, (2) the DoD program on equal opportunity for military personnel in off-base housing, and (3) nondiscrimination based on physical or mental handicaps.			In addition, if any facility refuses to rent or sell to me or I have reason to believe I am being discriminated against, I will promptly notify the Housing		
			25. SIGNATURE OF APPLICANT		26. DATE SIGNED (YYMMDD)

FOR ASSET MANAGEMENT USE ONLY								
Priority	1	2	3	4	5	6	7	8
	K&E	AD-LAFB	AD-Non LAFB/Guard/ Reserve/Unaccompanied	FCS	Retiree	Retired FCS	DoD Contractors	General Public
<p style="text-align: center;"><b>ORDERS/DEERS</b></p> <p>Category Bdrn Entitlement: _____ Verified by: _____</p> <p style="text-align: center;">Effective Date of Application/ Date placed on the waiting list: <span style="border: 2px solid red; padding: 2px;">_____</span></p>								

**Privatized Housing (Balfour Beatty Communities- BBC) PLEASE INITIAL ALL**

**GOVERNMENT EMAIL ADDRESS:** \_\_\_\_\_

**Lease.** Occupant must sign a one-year lease (which has a military clause) and agree to give BBC 30 days written notification of termination. Please carefully review the lease and special addendums prior to signing.

**Rental Rate/Payment.** Rental rate is the amount of the BAH at the “with dependent” rate **for both accompanied and unaccompanied** military members. For mil-to-mil families, BAH is based at the senior member’s BAH rate. Your rate is paid by an allotment and will automatically change when BAH rates change and as promotion occurs. Talk with BBC regarding Renters Insurance offered.

**Utilities.** During the initial development period, BAH includes rent and utilities. Homes are expected to be individually metered in approximately 3 years.

**Incentives.** BBC provides landscape maintenance (grass cutting *outside fenced areas*, shrub trimmings, etc.) recycling, trash collection, entomology, and routine maintenance/repair service. No security deposit is required if paying by allotment; no pet deposit is required. Military police and fire protection in this gated community is provided by LAFB.

**Pets.** Pets are limited to TWO per household and are subject to breed and size restrictions. Proof of vaccinations, chipping and registration at the base vet clinic must be submitted to BBC within 5 days. Applicant has been briefed and received the JBSA Pet Policy Letter and AFI 32-6001 Excerpt 2.31 on pet ownership. Please refer to the BBC lease and resident guidelines.

**Gov-Paid Local Move/Dity/Storage.** If currently residing off-base, you are authorized a Government –paid move into privatized housing. Immediately upon acceptance of privatized housing, visit the Asset Management Office for TMO moving orders. The government will only authorize one paid move per household into privatized housing. You are authorized Government-paid (only within 30 days of move-in) storage of *furniture items* (a complete list and appropriate weight of furniture items is required).

**Landlord/Tenant Complaints (Off Base and Privatized Housing).** All Off/On Base landlord/tenant complaints must be submitted in writing to 802 CES/CEAC. Please provide name, house address, date, current duty/home/cell phone numbers, organization, email address and the nature of the complaint. Complaints about maintenance issues should also include work order numbers, if known. (See attached form). Information/ and assistance on Fair Housing may be obtained through the Asset Management Office if discrimination is perceived. Mediation assistance can be provided if situation warrants.

**Resident Comment Cards/Feedback.** Resident feedback is important. Comment cards/forms and survey let us know when you are/or not satisfied with the services provided. Comment Cards/Forms are available at the Housing Referral Office; if you don’t receive a comment card or form, please ask for one!

**Virtual out Processing(VoP)/Change of status (on base housing residents).** Residents living in privatized housing should notify BBC when there is a change in status (rank, family separation, divorce, marriage, # dependents, deployment, PCS, retirement, etc.). The HMO advises BBC whenever an on base housing resident’s name appears in Virtual Out Processing (VoP).

**Weapons.** Weapons must comply with local installation regulations, failure to comply will result in eviction. Please see Balfour Beatty Communities Resident Guidelines for Weapon’s Policy.

**Off-base Referral:**

\_\_\_\_\_ Customized referral package w/handouts, maps, etc., provided.

\_\_\_\_\_ Active Duty military assigned to a San Antonio area serviced by San Antonio Water Systems (SAWS), Grey Forest Utility Company, City of Leon Valley Utility Company and City Public Service (CPS) are eligible to obtain a waiver for deposits for utilities under the Utility Deposit Deferral Program. Form requires your account Number(s).

**SEX OFFENDER DISCLOSURE AND ACKNOWLEDGEMENT**

*Attach to application for military, government-managed and privatized housing*

*I, (print name) \_\_\_\_\_, have read and understand the policy. By signing this document, I certify under a penalty of perjury that neither I nor any person living in my household is a registered sex offender or required to register as a sex offender. I understand I am required to notify the installation housing office immediately if circumstances change so that this certification is no longer true. I understand the policies, procedures and consequences below apply to those persons who will reside with me, all of whom are listed on the DD Form 1746, **Application for Assignment to Housing**.*

**POLICIES**

Air Force Installations requires full disclosure from persons applying for military, government-managed or privatized housing who are sex offenders or who intend to have dependents who are sex offenders reside with them.

If you, or an authorized dependent who will reside with you, are found to be registered or are required to register as a sex offender under the laws of any state, you could be denied residency in Air Force military, government-managed and privatized housing.

If you, anyone living in your household or visitor is found to be a sex offender after you take occupancy, you may be subject to eviction and/or barment from the Installation.

Installation Commanders are authorized to approve or disapprove applications from persons for residency in military, government-managed and privatized housing when they or another prospective resident of the home is a sex offender.

**PROCEDURES**

Applicants who cannot sign this form because they or a dependent who will reside in the home with them is a sex offender will be required to submit written information and documentation, which may include but is not limited to the following, in order to be considered for housing by the Installation Commander:

1. Whether the sex offender is the military member, civilian or dependent
2. Nature and circumstances of the offense
3. Exact criminal statute or law under which the person was convicted
4. State or jurisdiction where the offense occurred and was adjudicated
5. Elapsed time since the offense was committed
6. Age of the offender at the time the offense was committed
7. Age of the victim at the time the offense was committed
8. Evidence that tends to demonstrate offender’s rehabilitation, exemplary conduct, or other commitment to obeying the law
9. Whether the conviction requiring registration has been reversed, vacated, or set aside, or if the registrant has been granted unconditional pardon of innocence for the offense requiring registration
10. Conditions of parole/probation or monitoring, if any

**CONSEQUENCES**

Falsification of this form or any other information pertaining to your criminal history or sexual offenses will result in immediate denial of your application for or retention of military, government-managed or privatized housing.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

## Application for Housing

SPONSOR							
Name:			SSN:		DOB:		
UIC:		DOR:	Branch of Service:		Rank:		
Installation Assignment:		Arrival Date:	Duty Phone:		Cell Phone:		
			Home Phone:		E-Mail:		
Duty Location (if different):		Duty Zip Code:	Last Assignment:				
Current Address:			Own:	Rent:	Govt:		
Previous Address:			Own:	Rent:	Govt:		
MILITARY SPOUSE (IF APPLICABLE)							
Name:			SSN:		DOB:		
UIC:		DOR:	Branch of Service:		Rank:		
Installation Attachment:		Arrival Date:	Duty Phone:		Cell Phone:		
			Home Phone:		E-Mail:		
Duty Location (if different):		Duty Zip Code:	Last Assignment				
Current Address:			Own:	Rent:	Govt:		
Previous Address:			Own:	Rent:	Govt:		
FAMILY MEMBERS							
Name:		DOB:	Relationship:	Are you or any of your family members enrolled in EFMP? Y-N			
				Do you or any of your family members have a special need? Y - N			
				Does the special need require housing modifications? Y - N If so what?			
				Pertaining to housing, what accessibility requirements will be needed?			
				Have you contacted the EFMP manager? Y-N			
VEHICLE							
Make:	Model:	Year:	Color:	Reg. #:	Tag #	State	Decal #
MISCELLANEOUS							
Do you own a pet? Y - N		Number of Pets?		Type(s):			
Have you or any family member ever been evicted or asked to leave housing? Y-N							
Explanation:							
EMERGENCY CONTACT							
Name:		Address:		Phone Number:		Phone Work:	
THE UNDERSIGNED AGREES THAT ALL INFORMATION THAT HAS BEEN PROVIDED IS ACCURATE.							
Signature:				Date:			
Co Signature:				Date:			

# Notes: