



## ASSISTANT SECRETARY OF DEFENSE

3500 DEFENSE PENTAGON  
WASHINGTON, DC 20301-3500

May 1, 2020

### SUSTAINMENT

MEMORANDUM FOR ASSISTANT SECRETARY OF THE ARMY (INSTALLATIONS,  
ENERGY AND ENVIRONMENT)  
ASSISTANT SECRETARY OF THE NAVY (ENERGY,  
INSTALLATIONS AND ENVIRONMENT)  
ASSISTANT SECRETARY OF THE AIR FORCE  
(INSTALLATIONS, ENVIRONMENT AND ENERGY)

SUBJECT: Provision of a Seven-Year Maintenance History for Military Housing Privatization  
Initiative Housing Units to Prospective Tenants

Section 2892a of title 10, United States Code, as added by section 3019 of the National Defense Authorization Act (NDAA) for Fiscal Year (FY) 2020 (Public Law 116-92), requires landlords of Military Housing Privatization Initiative (MHPI) housing units, before a prospective tenant moves into a housing unit, to provide the prospective tenant with all information regarding maintenance conducted with respect to that housing unit, including any renovations, for the previous seven years. A “tenant” is defined as a member of the armed forces, including a reserve component thereof in an active status, or a dependent of a member of the armed forces who resides at a MHPI housing unit, is a party to a lease for a MHPI housing unit, or is authorized to act on behalf of the member under subchapters IV and V of chapter 169 of title 10, United States Code, in the event of the assignment or deployment of a member.

The Department is concerned that providing “all information” regarding maintenance of a housing unit will be too voluminous to be useful to prospective tenants. Additionally, the MHPI companies have raised concerns that this requirement will place MHPI housing units at a competitive disadvantage relative to private-sector rental options outside of installations that do not have a similar requirement; could result over time in certain units being perceived as problematic and therefore a challenge to rent; and could require significant time and resources.

In light of these concerns, as the Chief Housing Officer (CHO), I am issuing interim policy that does not require “all information” regarding the maintenance of a MHPI unit but instead provides the prospective tenant with a seven-year maintenance history in a user-friendly format before signing their lease, and allows tenants to request and landlords shall provide, additional details on that seven-year maintenance history.

Specifically, beginning May 1, 2020, MHPI landlords shall provide prospective tenants a seven-year maintenance history of MHPI units in accordance with the following:

1. A maintenance history is a list of all maintenance activities undertaken with respect to the housing unit, including renovation or capital repair and replacement activities, within the previous seven years, generated by the property management software used by the MHPI project. If information on renovations is not in the property management software, then the landlord must generate a similar list from its construction management software, to be included with the list generated by its property management software.

2. If a MHPI unit is less than seven years old at the time, the maintenance history need only cover the life of the MHPI housing unit.
3. Landlords must provide the maintenance history to prospective tenants before the prospective tenant is asked to sign the lease.
4. Landlords must provide prospective tenants two (2) business days from the time of receipt to review the maintenance history and request additional information before that prospective tenant is asked to sign the lease. If a prospective tenant requests additional information, landlords must provide that prospective tenant two (2) additional business days from the time of receipt to review the additional information requested before that prospective tenant is asked to sign the lease.
5. Landlords must use the attached cover sheet when providing the maintenance history to prospective tenants.
6. Landlords must advise prospective tenants that they can request detailed information on any of the items listed in the maintenance history.
7. If a prospective tenant requests additional detail on work listed in the maintenance history, the landlord must provide the prospective tenant the following for the specific work the prospective tenant identified within two (2) business days of receiving the request from the prospective tenant:
  - a. Maintenance Conducted, including Capital Repair and Replacement:  
Data/information included in the associated work order(s)
  - b. Renovations: Data/information for the specific MHPI unit

In the event an MHPI landlord refuses to comply fully with this approach, or is unable to provide the seven-year maintenance history due to technological challenges, the Military Department concerned shall promptly notify the CHO. For technological challenges, the Military Department's notification shall include a plan developed by the MHPI landlord to meet this requirement in a timely manner.

Questions regarding any aspect of this interim policy should be directed to Mr. Mike McAndrew, DASD(FM), at michael.mcandrew3.civ@mail.mil or 703-697-6195.

  
W. Jordan Gillis

Attachment:  
As stated

# HOUSING UNIT MAINTENANCE REPORT COVER SHEET

INSERT SITE LOGO HERE

DO NOT USE COMPANY  
LOGO

House Number: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

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

Bedrooms: \_\_\_\_\_ Baths: \_\_\_\_\_ Year Housing Unit Built: \_\_\_\_\_ Year Housing Unit Privatized: \_\_\_\_\_

## PURPOSE OF REPORT

As a prospective Tenant in this Community, you have the right to be provided with a maintenance history of the prospective housing unit before signing a lease. The attached Report provides the maintenance history, to include renovations, of the housing unit being offered to you to lease, for the previous 7 years (or, if less than 7 years, the time period the housing unit has been in the inventory). You have two (2) business days from the time you receive the attached Report to review it and request additional detailed information on any or all items listed in the attached Report before being asked to sign the lease. The additional detailed information for specific items listed in the attached Report that you identify will be provided within two (2) business days of your request. You have two (2) additional business days from the time you receive the additional information you requested to review it before being asked to sign the lease.

## OUR MISSION

Our mission is to provide an outstanding community for military families to live, work, and thrive. We work to maintain the highest quality living environment for our Tenants through a comprehensive community management and maintenance program. Our maintenance program is a proactive program to inspect and maintain each housing unit. During each inspection, we check the performance and safety of all mechanical systems and life, health, and safety devices in your housing unit. We periodically inspect and service housing units to ensure continued performance.

## OUR COMMITMENT TO YOU

As a Tenant, you have the right to reside in a housing unit that has working fixtures, appliances, and utilities and to reside in a community with well-maintained common areas and amenity spaces. Our experienced maintenance teams adhere to stringent maintenance and environmental management program standards and protocols. They follow all applicable local, state, and federal laws and regulations associated with completing maintenance related work. We are fully committed to the safety and well-being of all our Tenants. We investigate all maintenance and environmental inquiries and take any health or safety issue very seriously.

## HELP US SERVE YOU

Our professional onsite community management and maintenance teams are here to serve you. If you have any questions or concerns regarding potential conditions of your future housing unit based on the attached Report, **or if you would like to request more detail for any or all items listed in the attached Report**, please contact the Community Management Office at \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_.

***As a reminder, Tenants should immediately contact their Community Management Office or submit a work order request to report any apparent hazards as well as any defective, broken, damaged, or malfunctioning building systems, fixtures, appliances, or other parts of the housing unit, the common areas, or related facilities.***

## Acknowledgement of Receipt

\_\_\_\_\_  
Signature of Prospective Tenant

\_\_\_\_\_  
Signature of Leasing Personnel