



## HOMES.mil provides installation housing offices with a tool to enhance customer service and support for Service Members and Families in providing home-finding services

- Housing Offices can work closely with Property Managers to ensure listings are updated and reflects the most current rental information
- Housing Offices can help manage and provide oversight of all rental listings in the community

## HOMES.mil provides Service Members and Families home-finding services

- Provides search features and display options that can will allow listings to be saved for future use
- Allows Service Members to compare up to 5 different properties at one time
- Provides Google maps to display closest listings to Service Member's assigned installation and tools to make informed housing decisions

## HOMES.mil Accounts

### ▪ Service Member Accounts

- Service Member Account requires compliance with DoD Password policy
- Service Member receives automatic welcome email to HOMES.mil once account is created
- Service Member can then log into HOMES.mil; options to change installation and/or Update Account to add listing on "Landing Page" tab

### ▪ Property Managers Accounts

- Property Manager Accounts require approval from local installation housing office
- Property Manager accounts require at least one listing added before account can be approved



- Property Managers will receive automatic welcome email to HOMES.mil once approval received by the installation Housing Office
- Facilitates communication with the Housing Office

## Property Listings

- Customers can search on Property Listings - select the installation, then refine your search needs
- Customers can use City, State, Zip, Complex, School District, Community, or Listing ID
- Customers can view property details by selecting City, State, Zip link on the Search page
- Contact information can be viewed; can send email
- Allows view of property in Google Maps
- HOMES.mil provides Property Manager or Service Member with an upgraded account to add a new listing
- Ability to add photos of the listing (one photo at a time with max of 10), but not required
- Property Manager listings not updated in 30 days will receive email reminder - 14 days to update listing
- All listings are set to not visible 14 days after expiration date



## Support Available for HOMES.mil Users

- Contact Link - Available to all users; account not required
- Online form for requesting support
- No telephone support available from HOMES.mil

## What is HOMES.mil?

**Housing On-line Military Enterprise System is a public-facing IT system for community rental listings. This system is an OSD approved system and is supported by Enterprise Military Housing (eMH).**

- HOMES.mil is used by all Branches of Service
- Provides visibility of community rentals for all Service Members worldwide
- Public Users can access HOMES.mil without an account and conduct searches; cannot select into a listing or contact the housing office without an account
- Services Members may create an account
- Property Managers may create an account
- Homes.mil requires a valid password to establish an account IAW DOD Password Rules
- Passwords must be changed every 60 days
- An automated email is sent out once account is established