

MILITARY HOUSING OFFICE NEW RESIDENT PRE-BRIEF

February 2024

The resident lease may use terms such as tenant and landlord or owner, however, this document refers to the tenant as the resident and the landlord, Balfour Beatty, as the Project Owner.

Military Housing Office (MHO) Responsibilities, Services, and Contact Information

The MHO is the office of primary responsibility for installation housing programs and an advocate on behalf of all military members and families for safe, affordable, and quality housing. We provide local oversight of the privatized housing companies' operations on behalf of the Installation Commander and assist in the mediation of complaints by members associated with privatized or community housing. We are the first point of contact for all complaint resolution issues if the Project Owner is not responsive to your concerns.

In our oversight role we have inspected the home prior to your move-in and will attend the pre-lease walk through with you, if requested. We also conduct quality assurance inspections on the Privatized Owner's activities to include maintenance and leasing operations. If you have questions, please feel free to contact us. The MHO will contact you 15/30/60 days after move-in to ensure your move-in was successful and address or redirect any questions or concerns you may have.

MHO Contacts Information

Location: Bldg. 2190, 210 E. Bong Street, Fairchild AFB WA (red brick building across from airplane park)

Resident Advocate responsibilities/services and contact information

Every Department of the Air Force (DAF) Base with over 50 privatized housing units or a Joint Base where DAF is the lead service has a dedicated Government Resident Advocate (RA). The RA assists military members and their families residing in privatized housing in developing solutions to unresolved problems, concerns, and needs. They provide consultation on the Project Owner and resident's rights as contained in laws, privatization agreements, DoD, and DAF regulations when requested and take a proactive approach to ensure the concerns of military members and their families regarding privatized housing are addressed and elevated to the appropriate levels within the chain of command. The resident may seek the assistance of the RA at any point during the informal or formal Dispute Resolution process or on other issues relating to privatized housing community support and services.

Resident Advocate Contact Information

Mr Jack Farver

Location: 220 W Bong Street, Bldg 2245, Room 226A

Phone: (509) 247-9222

Email: jack.farver@us.af.mil

Legal Assistance Office Role and Contact Information

The Legal Assistance Office is also available to provide legal advice on landlord/tenant rights and assist in resolving disputes with the Project Owner short of actual litigation. The scope of legal services that can be provided by the Legal Assistance Office is further detailed in AFI 51-304 (Legal Assistance, Notary, Preventive Law, and Tax Programs). In addition, the resident always has the option to independently hire private legal counsel to provide legal advice on their dispute with the Project Owner.

Legal Office Contact Information

Location: Building 2187, 1 E. Bong St.

Phone number: (509) 247-2838

Air Force Housing Call Center Role and Contact Information

In addition to these resources, the DAF established a housing call center to help resolve resident concerns where local resources have not been able to assist, or the resident feels uncomfortable approaching the local resources.

Air Force Housing Call Center Contact Information

Phone number: 1 (800) 482-6431

Medical Concerns and Contact Information

If you think you have a health issue related to conditions in housing, alert your Project Owner Management team and the MHO so they have awareness and contact your Primary Care Manager (PCM) for evaluation. If you are unsatisfied with the level of support provided by the PCM, you may contact the Defense Center for Public Health – Dayton (DCPA-D) Occupational and Environmental Health Department (OE) Environmental, Safety, and Occupational Health (ESOH) Service Center at the number listed below. If the PCM confirms you have a mold-related illness and you believe there is an un-remediated condition in your home that is aggravating your condition, the MHO can engage Bioenvironmental Engineering to initiate an evaluation of your home and determine appropriate follow-up actions.

ESOH Call Center Contact Information

Phone number: 1 (888) 232-ESOH (3764)

Email: esoh.service.center@wpafb.af.mil

Tenant Bill of Rights

Providing our military families with quality, safe and healthy homes and communities is a top DAF priority. We have worked with the Project Owners to establish a Tenant Bill of Rights that formalizes rights you have as a resident. Please take a moment and read over these rights. We welcome any questions you may have. Note: not all owners have established all 18 of these rights.

A copy of Tenant Bills of Rights is attached to your inbound email from the MHO.

Resident Responsibilities

It is not just the Project Owner that has obligations, you as a resident also have certain obligations and responsibilities as a party to the lease. In addition to paying your rent, you are expected to notify maintenance when anything breaks in the home, keep the home clean, maintain the grounds around your home, keep walkways clear, and abide by pet and noise policies. You may be charged for all damage to the premises because of failure to report a problem in a timely manner. Additionally, you are not permitted to make alterations to the home without written permission from the Project Owner and will be expected to pay for any damages to the home that are not fair wear and tear to include any damages caused by your family, guests, or pets. Additionally, the leasing team for the privatized housing will provide you a Resident Guide outlining these responsibilities.

Dispute Resolution Resources

While we always hope your tour will go without any issues with your Project Owner, disputes do occur. Our role along with the Project Owner is to resolve these disputes quickly at the lowest level without costly litigation. We have provided a trifold for you that outlines resources to assist in Informal Dispute Resolution. Additionally, each Project Owner handles the informal dispute process differently and you can find specific information referenced at the location below. We expect most issues to be resolved during the Informal Dispute Process. However, if you are not satisfied with the result, you can obtain a Request Form for Dispute Resolution Process from the MHO to initiate the Formal Dispute Resolution Process in accordance with Schedule 3 of the Universal Lease. Per the Universal Lease, Schedule 3, residents must attempt to resolve such dispute through the Informal Dispute Resolution Processes set forth by the MHO (stated in the location below), in order to be eligible for initiating the Formal Dispute Resolution Process. Once the MHO determines eligibility, this process will involve a physical inspection of your home and will ultimately be decided by the Installation Commander who may direct remedies to the resident or Project Owner as applicable.

Balfour Beatty Informal Dispute Process

Location: Bldg 2190, 210 E. Bong St, Fairchild AFB, WA 99011

Military Universal Lease

The Universal Lease was implemented at the installation for active-duty military residents. The Community Specific Addenda are where you can find project-specific local/state guidelines including fees and liability that are included in the documents provided. The Resident Guide includes additional Project Owner information/requirements including lease provisions, resident responsibilities, property policies, and general information. The Universal Lease includes Key Terms, Universal Lease Fee

Schedule, Dispute Resolution Process, Minimum Standard Tenant Displacement Guidelines, and Sample Move-In/Move-Out Checklists. All other information will be found in the attached addendum.

Renters Insurance

Per the Universal Lease, it is mandatory for you to obtain renter's insurance. This insurance is inexpensive and is important to protect you should any damage occur through negligence, such as unattended cooking causing a house fire. Policies generally cover damage to your possessions from natural disasters or extreme weather events, such as tornados or hurricanes. While the Project Owner has insurance to cover repairing the premises, they generally do not cover your possessions or damage caused by resident negligence. Policies may also provide liability insurance should a guest be injured on the property, your pet causes injury, or cover pet damage to the premises. Ensure you check with your insurance company on the specifics of policy coverage.

Pets

Pets must be approved by the Project Owner as identified in the Pet Addendum. Some breeds may not be permitted in the housing area. Per Sect 2.21.1. of the AFI 32-6000, residents may not board dogs of any breed (including a mixed breed) that are deemed "aggressive" or "potentially aggressive," unless the dog is a certified military working dog that is being boarded by its handler/trainer with written approval of the Defense Force Commander or approval is obtained by the Commander in writing. For purposes of this policy, "aggressive" or "potentially aggressive" breeds of dogs are defined as a Pit Bull (American Staffordshire Bull Terrier or English Staffordshire Bull Terrier), Rottweiler, Doberman Pinscher, Chow and Wolf Hybrids. Additionally, refer to the Community Guide set forth by the Project Owner, BBC which states in addition to the breeds listed above the following are also not authorized in base housing: Akita, Presa Canario (Canary Mastiff), Mastiff, and Alaskan Malamute. If you plan to obtain a pet after lease signing, you must still notify the Project Owner of the pet and complete the pet addendum prior to bringing it on base and into housing. You are responsible for the conduct of your pets and any damage they cause, and you are required to comply with the pet requirements stated in your lease.

The Installation has an agreement with the Spokane County Regional Animal Protection Services (SCRAPS) which requires all residents to register their pets with SCRAPS. This must be done within 30 days after bringing the pet(s) on base. Instructions on how to register your pet(s) with SCRAPS is provided at the move-in inspection.

<https://www.petdata.com/for-pet-owners/spk/license-online>

Informational Pamphlets: Asbestos, Radon, Lead-Based Paint and Mold

Per AFI 32-6000, Ch 2, Sect 2.17, Environmental Hazard Disclosures, the MHO is required to provide informational pamphlets on asbestos, radon, lead-based paint and mold. These are attached to this email. Please read through these guides and indicate receipt on the MHO Move-In Checklist.

Firearms

There are restrictions on possessing and registering firearms in housing. If you have any questions after receiving your Fairchild Homes brief, please contact the 92d Security Forces Squadron (509) 247-5493/5494.

Move-In/Move-Out Form

The Community Specific Addendum now requires tenants be provided with a copy of the signed move-in/move-out forms within 5 business days.

Window Fall Prevention

Window falls can be prevented. Please be aware of the risks of window falls and follow the window fall prevention measures:

1. Secure windows – Keep windows closed and locked when children are present in the room.
2. Screens keep out bugs – Fiberglass screens are not designated to be leaned on and cannot support the weight of a child.
3. Keep furniture away – Furniture should not be placed alongside of windows that children can climb and gain access to, even those at high heights.
4. Monitor children always – Do not leave children unattended, especially in rooms where windows are open.

Window fall prevention devices can be effective. DAF is working with Project Owners to install these devices at all privatized housing sites; however, they should not be relied on as the sole mechanism for preventing falls. Note: Devices that do not account for quick emergency egress should be avoided.

For questions or assistance with fall prevention, please contact the Project Owner team.

Lease Tips

- **Lease Agreement:** Please read the Universal Lease Agreement & Community Guideline in its entirety.
- **Pets:** All pets must be registered with the community management office at the time of lease signing. You may register your pet <https://www.spokanecounty.org/617/Purchase-Renew-a-License>. Photo of pet must be provided. Having your pet registered on base is also a **Wing policy**. Please note, the Veterinarian on/off base is not associated with SCRAPS. Please email or bring in a copy of your receipt upon completion.
- **Renter's Insurance:** Your new lease requires a minimum of \$100,000 liability insurance. Proof of insurance will be required prior to move-in.
- **Maintenance Service Request:** All routine work orders may be submitted online through the resident portal. Portal set up instructions will be provided upon move-in.
- **Landscaping:** Community Management is responsible for common area landscaping maintenance in all areas surrounding the Premises. Residents are responsible for

maintenance of the fenced in area of their backyards, including lawns and shrubs. Residents will also perform weed-eating within fenced in areas to maintain a clean, defined line along all exterior walls, structures, etc. Residents are responsible for snow removal in assigned driveway & front walkway.

- **Garden Hose Bibs:** During freezing weather (32 degrees Fahrenheit and below), Resident must remove all hoses from the outside hose bibs to preclude damage to the Premises. Residents may be responsible for the cost of water or plumbing damages due to freeze ups.
- **Flags:** Flags or pennants can only be the American Flag, Service Branch flags, or other Installation approved flags. Proper flag etiquette is required.
- **Pest Control:** Residents are responsible for minor pest control practices consisting of good sanitation and housekeeping practices.
- **Speed Limit:** Residents are required to abide by all traffic regulations set forth on the Installation, including speed limits. The speed limit in family housing is 15 MPH.
- **Trampolines:** Legs need to be weighed as this is a no-fly zone and we have heavy winds. In addition, there needs to be a netting for your security and liability. Your insurance needs to have a trampoline endorsement in case of injury.
- **Trash:** Trash cans, Garbage, Recycling, and Yard waste- all need utilized appropriately and stored in the garage or behind the fence when not being used. Trash cans cannot be sitting in front of the home or at the street except on trash day.
- **Yard Debris:** No inside furniture is to be used as outside furniture. Grills and fire pits must be stored and used behind your fenced in area. When you are done using outside toys, pools, bikes, skateboards, skates, snow sleds, shovels, rakes and mowers, etc, they need to be stored in your garage or fenced area at the end of the day or after being used and can't be left unattended in the front yard overnight. They could cause injury to another child if left out.