



# **HOUSING INFORMATION GUIDE**

**HOUSING MANAGEMENT OFFICE  
BUILDING 140**

**GOODFELLOW AFB, TEXAS 76908-4710**

**COMMERCIAL: (325) 654-3667/3498 - DSN: 477-3667/3498**

**FAX - COMMERCIAL: (325) 654-5538 - DSN: 477-5538**

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**DEPARTMENT OF THE AIR FORCE  
17th Civil Engineering Squadron (AETC)  
Goodfellow AFB, TX 76908-4122**

MEMORANDUM FOR ALL NEWLY ASSIGNED PERSONNEL

FROM: 17 CES/CEIH  
460 E. Kearney Boulevard  
Goodfellow AFB, TX 76908-4122

SUBJECT: Housing Referral Services

1. Welcome to Goodfellow Air Force Base! We know that one of your immediate concerns is to secure adequate housing for your family. The Housing Office is here to assist you in locating suitable housing. Our primary objective is to provide a personalized service to help you locate housing quickly and easily.
2. Our service includes personalized counseling and complaint mediation/investigation. To help you find housing, we have listings on apartments, hotel/motels, homes, and realtors. We also provide telephone service information, maps of the base and local area, and information on leases.
3. This handout provides pertinent information to assist you in your search for a home to rent/buy while you are stationed here.
4. We wish you success in your search for housing and during your assignment at Goodfellow Air Force Base.

## CHAPTER 1

### INTRODUCTION

WELCOME TO GOODFELLOW AIR FORCE BASE (GAFB) located in San Angelo, TX. In our effort to help you and your family have a smooth move, we want to offer you the options available for both on and off base homes. We sincerely hope your stay here will be a pleasant and rewarding experience.

Our on base quarters are privatized and are operated by Hunt Military Housing Shared Services LLC (HMHSS). If you are eligible and have not previously submitted an advanced application for housing, please contact HMHSS at (325) 651-8369 and go online to [goodfellowfamilyhousing.com](http://goodfellowfamilyhousing.com) to complete an application. The limited number of Privatized Housing units on GAFB makes it impossible to house all military families in quarters. Therefore, it is Air Force policy to rely on the local community as an additional source of housing for military families.

The Housing Management Office (HMO) provides counseling, arbitrating landlord/tenant complaints, and information about Texas laws concerning tenant/landlord responsibilities. Our goal is to provide a personalized service to assist you in locating housing as quickly and easily as possible. If you have any questions, please contact the HMO office at 654-3498 and speak with one of our referral specialists. Our hours of operation are 1000 - 1600 Monday through Friday.

The relationship between the military tenant and a landlord is important. Laws and customs regarding these relationships vary among states, communities and types of housing complexes. The Housing Office is staffed with knowledgeable personnel who will assist the military member in locating suitable housing.

The San Angelo community has several apartment complexes and single unit houses for rent. Community one, two and three bedroom unfurnished apartments range in price from \$510 to \$1400. Some apartment complexes have restrictions on the number of children and pets allowed. Many houses for rent have a carport or garage. Prices for 2- & 3-bedroom house rentals range from \$800 to \$1,600. Four- & 5-bedroom rentals are extremely limited; when available, they range from \$850 to \$2,000. Properties for sale vary in price, depending upon size, location, type and age of unit. Although prices start as low as \$70,000, most homes range from \$90,000 to \$198,000.

Upon checking-in or prior to arriving you can call the Angelo Inn at 325-654-3332 for on-base Temporary Lodging Facilities (TLF); pricing as rates do change as well as vacancies. TLF does allow pets, please call for pricing and limitations. Prices of motel/hotel accommodations are dependent upon family composition, length of stay, etc.

## CHAPTER 2

### BASIC ALLOWANCE FOR HOUSING EFFECTIVE JANUARY 2019

#### OFFICERS

RANK	W/DEP	W/O DEP
O-6	1854	1704
O-5	1839	1608
O-4	1788	1551
O-3	1716	1371
O-2	1452	1188
O-1	1260	945
O-3E	1752	1446
O-2E	1698	1329
O-1E	1566	1233

#### ENLISTED

E-9	1740	1341
E-8	1650	1278
E-7	1548	1161
E-6	1455	1086
E-5	1233	924
E-4	1089	816
E-3	1089	816
E-2	1089	816
E-1	1089	816

#### Goodfellow AFB Procedures to Start Basic Allowance for Housing (BAH)

BAH is paid to all eligible members, with or without dependent status, who do not occupy government quarters. The rate of BAH you receive is based on your grade, with or without dependents, and duty location. You will be asked to re-certify your entitlement to BAH upon each Permanent Change of Station (PCS) arrival and after four years on station. When you in-process, you will be asked to complete an AF Form 594 to re-certify your current entitlement to BAH. For members in the grade of E-5 and above without dependents, Finance can start your BAH entitlement based off of your travel voucher and/or orders. Members in Temporary Duty (TDY) status enroute to a new assignment are entitled to keep their old base's rate of BAH until they sign in at their new permanent duty station.

**2019 Basic Allowance for Housing  
National Out-of-Pocket Amounts**

The table below shows computed out-of-pocket amounts based on a reduction of five percent of the national mean for each pay grade.

<b>National Out of Pocket based on 5% Absorption</b>		
<b>Pay Grade</b>	<b>With Dependents</b>	<b>Without Dependents</b>
E01	\$82	\$66
E02	\$82	\$66
E03	\$82	\$66
E04	\$82	\$66
E05	\$89	\$80
E06	\$99	\$84
E07	\$102	\$86
E08	\$107	\$93
E09	\$114	\$97
W01	\$86	\$67
W02	\$102	\$89
W03	\$108	\$94
W04	\$113	\$99
W05	\$117	\$106
O01E	\$104	\$89
O02E	\$110	\$94
O03E	\$117	\$102
O01	\$86	\$75
O02	\$94	\$85
O03	\$108	\$97
O04	\$125	\$111
O05	\$137	\$116
O06	\$143	\$124
O07	\$149	\$126

## CHAPTER 3

### PURCHASING OR RENTING

1. Whenever you relocate, the question of buying or renting can be very difficult. Your lifestyle and financial situations need to be taken into consideration when making this decision. You need to look at both your needs and resources objectively. Consider the following:

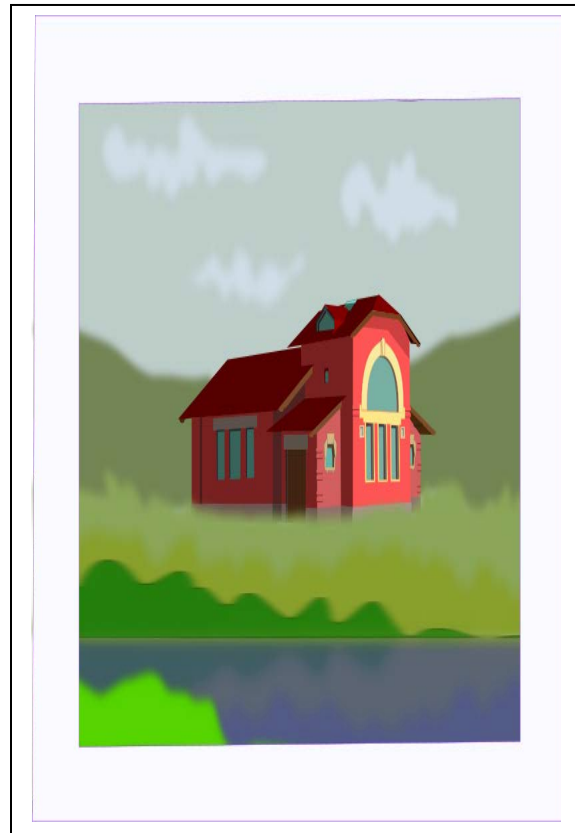
a. If you have accrued equity in a previous home or have adequate down payment funds, if you are going to be here for a relatively long time, or if you have a family you may want to consider buying a home. Buying has tax advantages in that the interest you pay is usually a deductible on your tax return. Home ownership is a good way to build equity for your next move if you buy smart and within your means.

b. Since you do not know when you will receive PCS orders, think of the resale value before you buy. Buy a home that suits your lifestyle, fits your budget, and appeals to the greatest number of buyers.

c. Do not purchase the most expensive home in a neighborhood or the cheapest. Try to avoid subdivisions with homes at extreme ends of the price market. Most buyers prefer a neighborhood with homes in the same general price range.

d. Remember if you buy a new home from a contractor who is still building and selling homes in the neighborhood, you will have to compete with them when you are ready to sell. Also be leery of contractors who incorporate excessive financing concessions into the purchase price.

2. If you do decide to purchase, research the different types of mortgages (VA, FHA, Conventional, 235 etc.) and contact loan departments from various lending institutions to determine the best deal for you. Check your budget to determine what you can comfortably afford for your monthly mortgage payments. Remember, living expenses



also include yard maintenance equipment, electric, water, telephone, cable, etc. Try avoid the temptation to stretch your budget for the perfect home, live within your means.

3. Beware of bargains! Some homes may have lots of character, but when it comes to reselling there may not be many people willing to buy that type of home. A home that needs repair and is being sold as a special can be risky business if you don't have the time to make repairs. Most people are not willing to buy a home that needs extensive repairs.

4. If you are single, you may have lifestyles and social needs that are quite different from families. Renting an apartment or townhouse may be your best housing options.

5. With the right information, you can become an informed consumer in the housing market. Remember to assess the different mortgage programs, check out available housing (rentals and sales), and identify your lifestyle. The success of your move is directly related to the wise decisions that you make now.

## CHAPTER 4

### HOUSING RESIDENT'S CHECKLIST – PRIOR TO RENTING YOU SHOULD –

Be mindful that rental policies differ from area to area and landlord to landlord. By obtaining a good understanding before you rent, you can save yourself, time, problems and money later on. Don't hesitate to ask an HMO staff member for assistance – we can and will help. The following are areas that you and your landlord should discuss in detail to include in your lease or rental agreement prior to renting.

1. **SINGLE/UNACCOMPANIED!** Check with your assigned squadron as to the policy toward living off-base and entitlement to BAH!
2. **SHOP AND COMPARE!** Don't rent in haste.
3. **TELL YOUR LANDLORD YOUR HOUSING STATUS**, i.e., awaiting on-base housing; length of time you will reside in the rental; length of your tour on GAFB.
4. **READ BEFORE YOU SIGN – WHEN IN DOUBT, DON'T!** Get the facts and answers from your landlord; the HMO Referral Section or Base Legal.
5. **GET IT IN WRITING!** It is not distrustful to require that the terms of your agreement to rent be in writing -- **IT'S JUST GOOD BUSINESS!**
6. **RENT PAYMENT!** What, who, when, where and how do you pay? Late charges?
7. **HOUSE RULES – READ AND OBEY!**  
Ask the landlord for a copy before you agree to rent, **READ and DISCUSS THEM**; especially policies concerning **PETS, PARKING, GUESTS, USE OF GROUNDS, HOUSE PARTIES, NOISE, and SECURITY DEPOSITS.**



8. **RESPONSIBILITY – LANDLORD OR TENANT?** – Pest/Rodent Control? Minor Repairs? Utilities bills? Yard Maintenance?
9. **AUTHORIZED LANDLORD ENTRY!** At what times? For what reasons?
10. **RENT REFUND/DEPOSIT REFUND!** Will landlord refund unused portion of rent/deposit? What are the conditions? Obtain a written agreement on this.
11. **VACATING PROCEDURES!** Notice to vacate (how many days must be given)! Cleaning and clearing requirements! Check out time? Appointment for Move-out inspection? Key return? Forwarding Address? Security Deposit refund?
12. **CLEANLINESS!** If a rental unit you view is unclean and you still desire to rent it, you should work out a cleaning arrangement with the landlord prior to moving in. You as a military member, will be expected to maintain the unit and cleanliness when you depart, request it is in the same order when you move in.
13. **RESIDENT’S CHECKLIST!** The Housing Assistance Section provides you with copies of a resident’s checklist, but some area landlords have their own. **USE THE CHECKLIST** to record condition of rental unit at time of move-in and again upon move-out. **IT PROTECTS BOTH TENANT AND LANDLORDS;** each should keep a signed and dated copy.
14. **RENTERS INSURANCE!** It is highly recommended that you purchase renters insurance while you are renting. This will help you in case of an incident to replace your belongings. Most banks offer renters insurance at a low/fair price.

## CHAPTER 5

### FINDING THE RIGHT PLACE TO LIVE

Whether you decide to rent or purchase, the following suggestions should help to make the task of locating acceptable housing in San Angelo easier:



1. Determine what location and price range you desire. Talk to friends and people already living in the community. HMO can provide newspaper ads, rental information, detailed sales/rental listings, apartment complex directories, maps, brochures from local apartment complexes, and information about the local community and the base.
2. Decide in advance what special features you are looking for. Would you like to live in a house or an apartment complex? If an apartment complex, do you want one with tennis courts, swimming pools, saunas, game rooms or other amenities? If a house, do you wish modern, brick, frame, large lot, large rooms, lots of windows, near a park or a bus route, etc.?
3. When you visit a potential place to rent, your first impression should be a clean, well-maintained facility. The facility should evoke a feeling of a pleasant place to live. However, do not rely solely on first impressions or appearances.
  - a. Check appliances, water faucets, toilets, water heaters, air conditioners and heating units. Do not take anyone's word that they work; check for yourself. Check to see if windows & doors open, close, and lock easily. Note closet locations, stairs, windows, smoke alarms, etc.
  - b. Talk with people who may be your neighbors. If you decide on an apartment complex, ask them if they have had a satisfying relationship with the landlord. Ask if they have had recent rent increases and what the average monthly utility costs are.
  - c. The hot afternoon sun has an immense heating effect on the inside of buildings. To avoid high energy bills, the walls with the most windows should face east. If this is not the case, then check for shade trees that will protect the building from the afternoon sun.
  - d. Keep in mind that an apartment on the bottom floor between two other apartments will remain the coolest during the peak summer months due to the fact that the surrounding apartments will absorb the heat.

**e. To inquire about the crime rate in the vicinity you are considering to rent. Call the local police department at (325) 657-4331 or 481-2709.** Remember that second floor apartments are harder to break into.

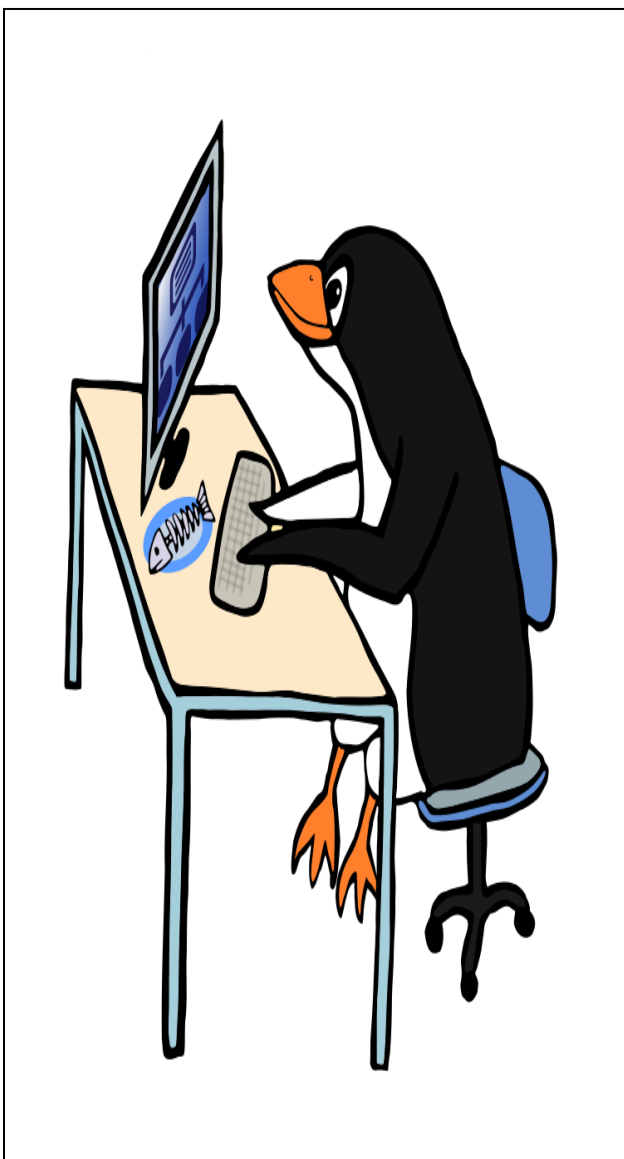
4. Before making a commitment, make sure you understand your rental agreement prior to signing it. If you have any questions, the housing staff will be glad to look at your rental agreement. Determine how much advance notice you will have to give prior to terminating. Termination notices are available in the housing office.

5. Before moving in, go through the quarters with the landlord and note the condition of walls, ceilings, floors, etc. If your landlord does not have a condition checklist, the housing office can provide one for you. If you have a question about landlord-tenant relations, contact the housing office at 325-654-3498.

## CHAPTER 6

### UNDERSTAND BEFORE YOU SIGN

1. If, after a thorough search (using the information we have provided) you decide on an apartment to rent, you will need to complete an application for a lease. If you do not understand it, please stop by the Housing Office for assistance. When you sign this type of application, ensure it states that any deposits would be refunded if the property does not become available within a stated time limit. If, after signing such an agreement, you decide not to lease the unit, it is normal for the landlord or agent to retain your deposit.



2. Read and understand the rental agreement **BEFORE** you sign it. If you have a question concerning some provision or clause, do not sign it until the question is resolved. The Housing Office will be glad to review your rental agreement before you sign it. **Remember**, a rental agreement/lease, like any other contract, is a binding legal document. When you sign it, you agree to all terms and conditions therein whether you have read and understood them or not. If you are on the waiting list for government quarters, avoid signing a lease over 12 months in duration. You should also let them know you are waiting for military family housing and would like to rent month-to-month when your lease is up for renewal.

3. **Ensure that the rental agreement contains a "military clause"** which will relieve you of liability in the event of reassignment or deployment. **Remember**, if your lease does not contain the military clause and you receive PCS orders prior to its expiration, your landlord may legally hold you liable for rent for the entire lease term whether you are there or not. The Housing Office can furnish you a copy of a military clause. A

lease must describe the premises to be rented, what the rental cost is, when the lease term

begins and ends, and what will be furnished by the landlord and tenant. **A military clause does not release you from giving a 30-day notice.**

4. Most places require a security deposit that is payable prior to moving into the leased unit. This deposit is usually equivalent to one-half month's rent and is intended to pay the cost of any repairs for which the tenant may be responsible after moving out. Get a written receipt for any deposit that is required. Pay special attention to all rental agreement provisions dealing with security, damage, cleaning, pet or other type of deposit you are required to furnish. Understand why the deposits are required and under what circumstances they are refundable. Most landlords require a deposit to be held by the landlord to assure that the rental property is returned in a clean and undamaged condition, normal wear and tear excepted. The landlord has a legal right to keep all or part of the deposit to either clean the property or to repair any damage. It is important that you notify the landlord of any unclean condition or damaged property prior to signing a lease. It is equally important that you accompany the landlord or representative when they perform your termination inspection and that you understand what, if any, damage costs will be deducted from your deposit. In this sort of arrangement the landlord may require the tenant to forfeit the security deposit if the tenant is unable to provide the landlord with a 30-day notice prior to terminating the agreement. Check to see if the landlord requires the tenant to rent for a minimum period to preclude the forfeiture of the security deposit.

5. Inspect the apartment or house with the landlord prior to acceptance. Get a statement in writing from your landlord as to the condition of the home and furniture and retain a copy for your records. The Housing Office can provide you with a checklist for this purpose. Under usual rental agreement provisions, you are liable for damage other than normal wear and tear to the premises and its contents while you're an occupant.

6. Maintenance of Rental Property: Unless otherwise stated, the tenant is expected to make all minor repairs. In some instances the tenant must pay for the cost of repairs up to a certain amount and the landlord will pay for anything over a stipulated amount. Therefore, it is very important that you understand your responsibilities prior to signing your rental agreement. This handout is designed to provide pertinent information to help you understand your rights and responsibilities.

## CHAPTER 7

### REAL ESTATE AGENTS

**ALL PHONE NUMBERS LISTED IN THIS GUIDE HAVE THE (325) AREA CODE.**

Addresses Real Estate	942-6400	Klein	223-8180
Advantage Real Estate	947-1092	LaCasa	949-0669
Angelo Home Team	227-4663	Lacy & Co	944-4663
Allison Real Estate	949-5575	Larry Jolly Real Estate	944-0021
Al Pierce	374-2375	Nobel	949-1000
Assist 2 Sell	949-8257	Ranch Reality	658-7000
Bates-White	947-2678	San Angelo Home	234-2255
Behrens	658-7591	San Angelo Real Estate	942-5478
Bollinger	656-4099	Sefcik	655-3131
Box	949-0804	Shaw	942-1995
Burrell	942-9471	Slaughter	658-9209
Coldwell Banker	944-9559	Soloff	944-2300
De Vore	942-1666	Spoons	949-7719
Dierschke & Dierschke	944-3596	Stephens	942-0769
Dub Johnson	944-8312	Touchdown	659-5100
Elliott & Associates	224-3280	Victor Vasquez	939-1098
ERA Newlin & Co	481-0500		
Frontier	658-8892		
Gold Key	655-3370		
Horizon	223-8441		
Ingram	944-1630		
Jim Mundell	944-9559		

## CHAPTER 8

### MOBILE HOME PARKS

**ALL PHONE NUMBERS LISTED IN THIS GUIDE HAVE THE (325) AREA CODE.**

Brown's Trailer Park	5320 Hwy 87, 76903	653-5594
Cactus Lane Mobile Home Park	731 Cactus Lane, 76903	653-1144
Christoval Estates	3511 Christoval Road, 76903	651-8200
Fairview Mobile Home Park	311 N. Bell St., 76903	468-2280
South Concho Mobile Home Park	4100 Ben Ficklin Rd., 76903	658-8676
Stardust Mobile Homes	2501 Martin Luther King Blvd, 76903	653-1859
Sun Lake Estates	3070 Ochoco St, 76905	658-2763
The Orchard	Fruitland Farm Rd, 76903	949-9184
Twin Buttes Trailer Park	8901 S. US Hwy 67, 76904	949-2651

## CHAPTER 9

### MORTGAGE LENDERS

**ALL PHONE NUMBERS LISTED IN THIS GUIDE HAVE THE (325) AREA CODE.**

Bank of America	2909 Sherwood Way	947-2700
Bank of San Angelo	2635 Valleyview	947-1100
Citizens State Bank	329 W. Harris	657-0099
Citibank Texas	1609 Knickerbocker Road	716-1523
First Financial Bank	3471 Knickerbocker Road	659-5900
1 <sup>st</sup> Community Federal Credit Union	3505 Wildewood Drive	653-1465
Sonora Bank	2502 Southland	947-2100
Springleaf	3224 Sherwood Way	224-3283
Texas State Bank	2201 Sherwood Way	949-3721
Wells Fargo Home Mortgage	36 W. Beauregard	657-8600

## CHAPTER 10

### TITLE COMPANIES

First Title Co.	#4 S. Koenigheim	653-1421
Guaranty Abstract & Title Co.	1 E. Twohig	655-6548
Stroman Abstract & Title Co.	115 S. Randolph	655-9505
Surety Title Inc.	136 W. Twohig	658-7588

CHAPTER 11

UTILITIES INFORMATION

(January 2019)

WATER - City of San Angelo Water Utilities is located at 301 W. Beauregard Ave, across from the Goodyear store, their telephone number is 657-4323. To turn your water on you must provide identification such as a driver's license & social security card. There is a \$20.00 connection fee and also a deposit which are both due at time of connection. The deposit could range from \$100.00 to \$150.00 depending on size of meter, due at time of signing the contract. The monthly cost depends on usage. Minimum bill is \$69.92 for water, trash, and sewer. Sewer service is included with your city water service.

GAS – ATMOS Energy toll free number is 1-800-460-3030, 24 hours a day, seven days a week. Initial connection fee is \$65.00 if the home has no current service. If you are moving into a home and transferring service there is a fee of \$19.00, as long as the gas is still on. The connection fee will be billed to the customer on the first month's bill. No deposit for military.

CELL

AT&T	949-5631	Frontier	855-805-5200
AT&T	949-7901	Clear Talk	325-939-2300
U.S.Cellular	800-331-8923	Infinity	325-653-1379
West Central Wireless	866-513-3835	Clear Talk	325-262-4370
Sprint	977-204-0071	Alltel	325-949-9900
Cricket	325-617-2012	Cellular One	325-949-5631

CABLE/DISH/INTERNET

Suddenlink Communications number is 325-655-8911, or visit their office weekdays from 8 a.m. to 5 p.m. at 4272 West Houston Harte Expressway to schedule a cable install. Suddenlink provides package information for telephone/cable/internet at [www.suddenlink.com](http://www.suddenlink.com) – here you can create your own package according to your needs.

For Dish internet call 325-766-7143, or 325-340-1663 and Dish TV is 325-340-3566

San Angelo internet options include:

AT&T-	949-5631 or 949-7901	Frontier	1-855-325-7332
Hughes Net	866-663-7801	Texas Communications	325-658-3566
Speed Connect	325-655-5795		

ELECTRICITY –For electric service call **1-866-797-4839** to select a service provider in the San Angelo area or access their Web site at [www.powertochoose.org](http://www.powertochoose.org). Base zip code is 76908.

## CHAPTER 12

### APARTMENT COMPLEXES WITH 1, 2 AND 3 MONTH LEASES

**ALL PHONE NUMBERS LISTED IN THIS GUIDE HAVE THE (325) AREA CODE.**

#### **CORPORATE SUITE**

Century Terrace – 658-2674  
Cielo Vista – 949-5739  
Dun Bar East 653-3366  
Raintree – 942-7533  
Rock Brook – 942-9582  
Stadium Oaks – 942-0311  
The Brixton Apartments – 653-0821

#### **2- MONTH LEASE (for students)**

ASU Guest Housing – 942-2035  
East Terrace – 653-2053  
Hampton Arms – 944-359  
Huntington Place – 212-1135  
Koberlin Apartments – 653-0367  
North Gate – 653-5706  
The Depot Flats – 617-1650

#### **FURNISHED APARTMENTS**

Angelo Place – 655-6300 (dorm living)  
ASU Guest Housing – 942-2035  
Koberlin – 653-0367  
Magdalen Arms – 655-1770  
Northgate – Main Place – 653-5706  
The Depot Flats – 617-1650  
River Ranch – 942-9870 (dorm living)  
The Brixton Apartments – 653-0821

#### **3-MONTH LEASE**

Arden Ridge – 949-1558  
Arroyo Square – 944-4429/949-9501  
Bella Vista – 653-3179  
Casa Rio – 658-1811  
Cedar Crest – 944-1413  
Creekside – 944-8555  
Cedar Crest – 94431413  
Emerald Point – 949-7814  
Harris Avenue – 655-0804  
Greystone Village – 949-1203  
North Gate Main Place - 653-5706  
Plaza Square Apartments – 944-9672  
Red Arroyo Inn – 227-1389  
Rock Brook Apartments – 942-9582  
Sedona Ranch – 944-1536  
Sunset Apartments – 949-9666  
Resort at Riverside – 655-5969

#### **3-MONTH LEASE (Student Only)**

Meadow Creek Apartments – 949-6534

#### **Daily, Weekly, Monthly Stays**

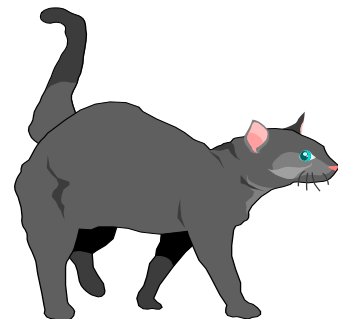
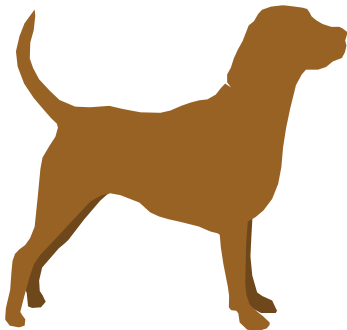
Home2 Suites - 942-9012  
Woodspring Suites - 617-7100  
Pearl on the Concho - 653-4500  
Red Arroyo Inn – 227-1389

## CHAPTER 13

### APARTMENT COMPLEXES THAT ALLOW PETS

ALAMO VILLAGE  
ANGELO PLACE  
ARROYO SQUARE  
BELLAGIO AT SUNSET  
BELLA VISTA  
BENT TREE  
CAPRI  
CAMERON PLACE  
CASA RIO  
CASTLERIDGE  
CENTURY TERRACE  
CIELO VISTA  
COLLEGE HILLS WEST  
CREEKSIDE  
CRESTWOOD  
CROSS KEYS  
DESERT SHADOWS  
DEPOT FLATS

ENCINO PARK  
GREYSTONE VILLAGE  
MEADOW CREEK  
PLAZA SQUARE  
QUADRANGLE  
RAINTREE  
RESORT AT RIVERSIDE  
ROSEWOOD PARK  
SEDONA RANCH  
SUNSET  
THE PARK ON PAINT ROCK  
THE GROVE  
TUSCANY APARTMENTS  
VILLAGE APARTMENTS  
VISTAS AT RED CREEK  
WELLINGTON PLACE  
WILDEWOOD  
WINDMILL PARK



REMEMBER MOST APARTMENTS HAVE WEIGHT AND BREED RESTRICTIONS. FOR MORE INFORMATION CONTACT THE APARTMENT COMPLEX ITSELF.

CHAPTER 14

APARTMENT COMPLEX LISTING

**ALL PHONE NUMBERS LISTED IN THIS GUIDE HAVE THE (325) AREA CODE.**



**ALAMO VILLAGE**  
4459 Green Valley Trail  
944-4822

**ANGELO PLACE**  
1426 Western Court  
655-6300  
Website: [www.angeloplace.com](http://www.angeloplace.com)

**ARDEN RIDGE**  
3801 Arden Rd.  
949-1558

**ARROYO SQUARE**  
3210 Claire Drive  
944-4429/949-9501

**BELLAGIO AT SUNSET**  
2508 Sweetbriar  
944-1234

**BELLA VISTA**  
4125 Ben Ficklin  
653-3179

**BENT TREE**  
1625 Sunset  
942-8171

**BOULEVARD APARTMENTS**  
6133 Sherwood Way  
617-7863  
Website: [www.theblvdapts.com](http://www.theblvdapts.com)

**CACTUS HOTEL APARTMENTS**  
36 East Twohig  
655-5000

**CAMERON PLACE**  
5014 Westway Drive  
617-5962  
Website: [www.cameronplaceapartments.com](http://www.cameronplaceapartments.com)

**CAPRI**  
602 W. Ave. M  
653-4680

**CASA RIO**  
4190 Ben Ficklin Rd.  
658-1811

**CASTLERIDGE APARTMENTS**  
4122 Forest Trail  
656-8275

**CEDAR CREST**  
3902 Sherwood Way (North)  
4401 Southwest Blvd. (South)  
944-1413 (Fax 949-9454)

**CENTURY TERRACE**

4717 S. Jackson  
658-2674

**CIELO VISTA**

34 Cielo Vista Plaza  
949-5739  
Website: [www.cielovistaapartments.com](http://www.cielovistaapartments.com)

**COLLEGE HILLS WEST**

3426 Millbrook Dr.  
949-9613  
Website: [www.collegehillswestapt.net](http://www.collegehillswestapt.net)

**CONCHO TERRACE**

2017 Vaughn  
653-6458

**CREEKSIDE**

3018 Knickerbocker  
944-8555  
Website: [www.livatcreeksideapts.com](http://www.livatcreeksideapts.com)

**CRESTWOOD**

3130 W. Beauregard  
944-2552

**CROSS KEYS**

1222 S. Bryant Blvd.  
655-7714

**THE DEPOT FLATS**

305 W. Avenue L  
617-4650

**DESERT SHADOWS**

4112 Loop 306  
942-7561  
Website:  
[www.sanangelo.com/desertshadows](http://www.sanangelo.com/desertshadows)

**DUN BAR EAST**

1728 Pulliam  
653-3366

**EI CONQUISTADOR**

1737 Knickerbocker  
944-2223

**EMERALD POINT**

3433 Arden Rd.  
949-7814

**ENCINO PARK**

4022 Green Meadow Drive  
223-0797  
Website: [www.myencinoparkapts.com](http://www.myencinoparkapts.com)

**FALL CREEK**

4445 Fall Creek Dr.  
949-1205

**GREENWOOD PARK**

1516 Greenwood  
234-4994

**GREYSTONE VILLAGE**

2900 San Antonio St.  
949-1203

**HAMPTON ARMS**

1901 Pulliam  
944-3596

**HARRIS AVENUE**

318 E. Harris Ave  
655-0804

**HARVARD HOUSE**

2465 Harvard Ave  
944-4262

**HUNTINGTON PLACE**

4042 Huntington Lane  
212-1135

**HUNTER'S RUN**

4418 Southwest Blvd.  
944-3264  
Website: [www.huntersrunapartments.com](http://www.huntersrunapartments.com)

**KOBERLIN**

212 Koberlin  
653-0367

**LA MESA**

102 Maryland  
944-3596

**MEADOW CREEK**

4402 Meadow Creek Trail  
949-6534  
Website:  
[www.meadowcreekaptsonline.com](http://www.meadowcreekaptsonline.com)

**NORTH GATE-MAIN PLACE**

401 Pulliam  
653-5706 (Fax: 325-653-8922)

**OXFORD COURT**

298 Robin Hood Trail  
944-3220

**PLAZA SQUARE**

4001 Sul Ross  
944-9672  
Website: [www.plazasquareapts.net](http://www.plazasquareapts.net)

**QUADRANGLE**

3425 YMCA Drive  
942-9688

**RAINTREE**

2228 Valley View Lane  
942-7533  
Website: [www.raintreeapts.net](http://www.raintreeapts.net)

**RED ARROYO INN**

4268 Sherwood Way  
227-1389  
Website: [www.redarroyo.com](http://www.redarroyo.com)

**RESORT AT RIVERSIDE**

3302 N. Bryant Blvd.  
655-5969

**RIVER RANCH**

4225 South Jackson  
942-9870

**ROCK BROOK**

3326 Rock Brook Drive  
942-9582  
Website: [rockbrockspta.net](http://rockbrockspta.net)

**ROSEWOOD PARK**

1711 Greenwood St.  
944-4817

**SANDPIPER**

3310 N. Bryant Blvd.  
658-4897

**SEDONA RANCH**

2901 Sunset Drive  
944-1536  
Website: [www.sedonranch.net](http://www.sedonranch.net)

**SOUTHLAND ARMS**

2617 Southland  
949-8998

**STADIUM OAKS**

2123 Industrial Avenue  
942-0311

**THE PARK ON PAINT ROCK**

850 Paint Rock Road  
651-6332

**SUNSET**

1701 Sunset Drive  
949-9666

**THE ANNEX**

1624 Sunset Drive  
944-0125

**THE BRIXTON APARTMENTS**

555 Smith Blvd  
653-0821

Website: [www.thebrixtonapts.net](http://www.thebrixtonapts.net)

**TUSCANY APARTMENTS**

1818 S. Lincoln

942-8198

**VILLAGE APARTMENTS**

212B S. Fillmore

949-3535

**VISTAS AT RED CREEK**

5751 Green Hill Road

325-703-6444

**WELLINGTON**

4110 Wellington

942-0783

**WILDEWOOD**

3410 Wildewood

949-0327

**WINDMILL PARK**

1929 Raney

949-5235

## CHAPTER 15

### STORAGE WAREHOUSES

**ALL PHONE NUMBERS LISTED IN THIS GUIDE HAVE THE (325) AREA CODE.**

AAA Self-Storage	4100 S. Chadbourne	651-6644
A-Plus Super Storage	3784 Arden Road	223-2407
A-Plus Super Storage	6025 Southwest Blvd	942-9500
Abell Transfer & Storage	301 N. Magdalen	653-4547
Affordable Self-Storage	3901 Sherwood Way	223-8300
Angelo Mini Storage	4052 Arden Road	949-4653
B & K Storage	228 S. Bell St.	617-5836
Buick Street Storage	55 Buick Street	340-1205
Cornerstone Storage	3190 Executive Dr	(866) 352-6119
Grape Creek Self-Storage	8146 N. U.S. Hwy 87	659-4388
Green Meadow Storage	3115 Loop 306 Ste 114	944-0939
High View Moving & Storage	3915 Ben Ficklin	655-5976
Hill Mini-Warehouses	1006 Foster St	655-2847
Hunters Run Self Storage	4418 Southwest Blvd	944-3264
Lone Star Storage Center	6122 Sherwood Way	223-2266
Main Street Storage	317 N. Main	653-9701
Mayflower Transit Moving&Storage	3915 Ben Ficklin Road	655-5976
Northside Storage	2510 N. Chadbourne	656-9800
19 <sup>th</sup> St Mini-warehouses	963 W. 19 <sup>th</sup>	656-8102
Ray's Transfer & Storage	3915 Ben Ficklin Road	655-7996
Red Bluff Storage	5973 Knickerbocker Rd	949-7711
San Angelo Transfer & Storage	2015 Ben Ficklin Rd	655-6100
Sandpiper Storage	3310 N. Bryant Blvd	658-4897
San-Tex Self Storage	5629 Link Road	651-6611
Silver Dollar Self-Storage	1303 Loop 306	651-3000
Sonshine Mini-Warehouses	63 Guthrie	949-5442
South Jackson Street Storage	4309 Jackson Street	658-9323
Southland Mini-warehouses	2617 Southland Blvd	949-8998
Sunset Mini-warehouses	1639 Sunset Drive	944-3746
U-Haul Co	1330 S. Koenigheim	655-0595
Welch Transfer & Storage	203 W. Washington Drive	655-3751

## CHAPTER 16

### MOTELS/HOTELS

#### **ANGELO INN**

313 E. Kearney Blvd

Bldg 3305

325-654-3332/3686 for reservations

DSN: 477-3332/3686 for reservations

Goodfellow AFB

**12 Pet Suits available.**

For more information on Hotels in the area contact the Angelo Inn above.

### CERTIFIED SCALES

Highview Moving and Storage

3901 Ben Ficklin Rd

325-655-5976

Palmer's Feed and Supply

316 Martin Luther King Blvd

325-655-7111

T4C Cross Texas

6941 South US Hwy 277

325-655-2600

## CHAPTER 17

### KENNELS

**ALL PHONE NUMBERS LISTED IN THIS GUIDE HAVE THE (325) AREA CODE.**

ANIMAL RANCH RESORT

7043 S. US Hwy 277  
651-0659

Mon - Fri 08:00 to 18:00 hrs.  
Sat 08:00 to 13:00 hrs. Sun 17:00 to 18:00  
hrs. Large outdoor play yards, kennels  
with A/C and heating. Military discount  
available upon request.

KNICKERBOCKER RD ANIMAL  
HOSPITAL

3209 Knickerbocker  
944-9444

Mon - Fri 08:00 to 18:00 hrs.  
Boarding, indoor kennels with A/C.  
Military discount 10%

GREEN MEADOW VETERINARY  
HOSPITAL

3446 Green Meadow Drive  
224-2818

Mon - Fri 08:00 to 18:00 hrs. Sat 08:00 to  
12:00 hrs. A/C Kennels

HAVE A HEART BOARDING  
KENNELS

3825 E FM Hwy 2105 (10 minutes from  
Goodfellow)  
653-1625  
[www.haveaheartkennels.com](http://www.haveaheartkennels.com)

Mon - Fri 08:00 to 18:00 hrs. Sat 08:00 to  
12:00 hrs.  
Will work with military if hours are not  
convenient.  
Twenty-four hour a day care with vet on  
call  
All pets welcome - 40 foot runs - indoor &  
outdoor - bathing - dipping - nail clipping,  
Dog runs heated & cooled. Military  
discount.

COUNTRY CLUB FOR DOGS

7441 S. Ratliff Road (5 miles south of  
Goodfellow)  
651-DOGS (3647)

Mon - Thurs 08:00 to 13:00 hrs and 15:00  
to 19:00 hrs. Fri 08:00 to 17:00 hrs. Sat  
08:00 to 12:00 hrs. Sun 16:00 to 19:00 hrs.  
1 mile south of County Club Road and 1  
mile west of US 277. This is a country  
club for dogs with 3 ½ shaded acres and  
surrounded with a 6' high fence. Has  
electric gate access that remains closed

except when opened by vehicular traffic.  
Pet care professionals live on site.  
WEB: [www.countryclubfordogs.com](http://www.countryclubfordogs.com)

KELLEY'S KENNELS

1530 Fairview Rd (2 miles from base)  
651-6223

Mon - Fri 08:00 to 17:30 hrs. Sat 08:00 to 12:00 hrs.

Price is negotiable according to the number of pets and length of stay. Runs heated & cooled.

Obedience training available. Available after hours for emergencies.

PEOPLE FOR PETS

4018 Huntington Lane  
947-0909

Pet sitting service at your home. Fee is charged per visit. Also animal rescue.

PET CAMP

4066 Homestead Circle (3 miles from Goodfellow)  
651-8867

Mon - Fri 08:00 to 13:00 hrs. and 15:00 to 18:00 hrs. Sat 09:00 to 13:00 hrs. and 15:00 to 17:00 hrs.

Discounted rates for animals staying over one week or more than one pet.

Boarding, grooming, and obedience classes available.

THE DOG HOUSE

6329 Arden Road  
949-2194

Mon - Fri 07:30 to 17:30 hrs. Sat & Sun 09:00 to 10:00 hrs. & 16:30 to 17:30 hrs.

All breed grooming & boarding - all indoor boarding - heated & air conditioned kennels.

Military discount upon request.  
10% discount over 7 days.

SAN ANGELO VETERINARY HOSPITAL

108 N. Milton (6 miles from Goodfellow)  
653-3301

Mon, Tues, Thurs, Fri 07:30 to 12:00 hrs and 13:00 to 18:00 hrs. Wed 08:00 to 12:00 hrs and 13:00 to 17:30 hrs.

Veterinary care while boarding. Indoor kennels with AC, 24 hr emergency service.

## CHAPTER 18

### SAN ANGELO EDUCATION SYSTEM

The San Angelo Independent School District has a well-established curriculum with a professional faculty, geared toward your child's educational future. This district is comprised of twenty elementary schools, four junior high schools, two high schools, and two alternative schools. Provided for your information is a list of all SAISD campuses with their locations and phone numbers.

Requirements for enrollment: Parents taking their students to enroll in an SAISD campus should bring a copy of the student's birth certificate, copy of the student's social security card, the current immunization records, and proof of residence. It is helpful if there are copies of previous school records, but those will be requested from the previous school upon enrollment.

Pre-kindergarten, Kindergarten, or First grade students who have not attended school previously will not be admitted to San Angelo public schools unless their immunization records are up-to-date. Pre-kindergarten is only offered to students who are four years of age on or before September 1 of the current school year and meet one of two qualifiers either to language or income.

Immunizations: It is a Texas state law that immunizations must be up to date in order for a student to attend school. It is the responsibility of the parent/guardian to provide updated records to the student's campus.

Parents may contact their child's pediatrician or one of the following locations for immunizations:

Check with your local health care provider for records.

For additional information call 325-947-3838, ext 530, or contact the Health Dept. 657-4214

***Note: It is important to check with your pediatrician, health provider, or the local Health department to assure that immunization standards have been met.***

#### Elementary Schedules

Half day Pre-kindergarten morning sessions are from 0740 to 1445.

Full-day kindergarten and grades one through six have classes from 0740 to 1500. \*

\* There are slight time variations on some elementary campuses.

Junior High Schedules:

Glenn has classes from 0820 to 1555, Lee Junior has classes from 0815 to 1555.  
Lincoln Junior has class from 0815 to 1550.

Report cards are issued every six weeks. Some grades issue informal interim progress reports in between the reporting periods.

High School Schedules:

Central Freshman Campus, Central High School and Lake View High School have classes from 0745 to 1530.

The Texas Education Agency furnishes textbooks at no charge. However, parents are liable for any damages beyond normal fair wear and tear. Students are expected to keep the textbooks covered.



**SAN ANGELO INDEPENDENT SCHOOL DISTRICT CAMPUSES**

Administration Building - 1621 University Ave, 76904	947-3700
For attendance zone information	947-3700
For curriculum questions	947-3838
For guidance services	947-3750
For Special Education	657-4055
For Gifted/Talented	947-3761

### **Elementary Schools:**

**ALL PHONE NUMBERS LISTED IN THIS GUIDE HAVE THE (325) AREA CODE.**

Alta Loma - 1700 N. Garfield, 76901	947-3914
Austin - 700 N. Van Buren	659-3636
Belaire - 700 Stephen, 76905	659-3639
Bonham - 4630 Southland, 76904	947-3917
Bowie - 3700 Forest Trail, 76904	947-3921
Bradford - 1202 East 22 <sup>nd</sup> , 76903	659-3645
Crockett - 2104 Johnson, 76904	947-3925
Fannin - 1702 Wilson, 76901	947-3930
Fort Concho - 310 E. Washington Drive, 76903	659-3654
Glenmore - 323 Penrose, 76903	659-3657
Goliad - 3902 Goliad, 76903	659-3660
Holiman - 1900 Ricks Drive, 76905	659-3663
Lamar - 3444 School House Road	947-3900
McGill - 201 Millspaugh, 76901	947-3934
Reagan - 1600 Volney, 76903	659-3666
San Jacinto - 800 Spaulding, 76903	659-3675
Santa Rita - 615 South Madison, 76901	659-3672

### **Middle Schools:**

Glenn - 2201 University, 76904	947-3841
Lee - 2500 Sherwood Way, 76901	947-3871
Lincoln - 255 E. 50th, 76903	659-3550

### **High Schools:**

Central Freshman Campus - 218 N. Oakes, 76903	659-3576
Central High - 100 Cottonwood, 76901	659-3400
Lake View - 900 East 43 <sup>rd</sup> , 76903	659-3500

***For additional information, contact the SAISD on the web at: <http://www.saisd.org>.  
On this web site you will receive extensive information on school boundaries, bus schedules, events, dress codes, etc.***

### **Grape Creek ISD/Wall ISD**

**ALL PHONE NUMBERS LISTED IN THIS GUIDE HAVE THE (325) AREA CODE.**

Grape Creek Elementary- 655-1735, or FAX at 658-2623

Grape Creek Middle School- 655-1735, or FAX at 657-2997

Grape Creek High School- 653-1852, or FAX at 653-3568

For additional information go online at <http://www.grapecreekisd.net>

Wall Elementary- 651-7790

Wall Middle School- 651-7790

Wall High School- 651-7790

For additional information go online at <http://wallisd.net>

### **Colleges in San Angelo**

Angelo State University  
2601 W. Avenue N  
942-2041

Howard College, San Angelo Campus  
3501 US-67  
481-8300

## CHAPTER 19

### DAMAGES AND DEFECTS

Does your landlord provide repair of damages or defects in your apartment or rented house? Can you stop paying rent until the damages or defects are repaired? These questions and others are answered by 92.056-92.104, Texas Codes Annotated.

This law impacted the landlord's duty to repair rented housing reducing both the landlord's duty and the tenant's rights in this area.

Under this new law, a tenant can force a landlord to repair damages or defects only when all four of the following conditions have been met:

- (1) Written notice of the defect has been given.
- (2) All rent due has been paid in full.
- (3) The landlord has failed to attempt repairs after a reasonable period of time.
- (4) The damage or defect materially affects the "physical health or safety of the tenant."

When these conditions have been met, the law allows a tenant to either terminate the rental agreement or file a lawsuit against the landlord. However, an additional seven days' notice must be given before either of these remedies are used.

The new law prohibits a tenant from withholding rent when a landlord fails to make repairs. That is, as long as the tenant lives on the premises, the full rent must be paid.

The law also provides that if the damage or defect is insured then the landlord has no duty to begin repairs until the insurance money has been paid to the landlord. If the damage or defect is the fault of the tenant, the tenant's family or guests, the landlord has no duty to repair.

Any lawsuits by a tenant relating to a landlord's failure to make repairs must be filed in the district or county court and cannot be filed in the Justice of the Peace courts. Consequently, most tenants will need to hire an attorney to represent them. When a lawsuit is filed, ALL attorneys' fees must be paid by the party who loses. As a result, anytime a tenant decides to file a lawsuit, there is a two-fold risk not only that the case may be lost but also that the tenant will have to pay the landlord's attorneys as well.

After you sign the lease, keep a copy for future reference. This document establishes the terms of the contract between you and the landlord and defines the responsibilities of

each. Reviewing these terms and responsibilities, in case of a disagreement, should help resolve any disputes.

Ensure your rent payments are current. Do not withhold your rent for any reason. You will be subject to eviction and liability for all future rents under your lease if you fail to pay your rent. Most rental agreements allow the landlord to enter and seize luxury items such as TVs, radios, cameras, sports equipment, and certain furniture. However, **it must be underlined in bold print to be valid.** Without this being stipulated in the lease, the manager would have to go to court to seize the property.

If any item needs to be repaired, inform the manager in writing and retain a copy. Be sure to date the notice. After a reasonable time has elapsed and you have not been satisfied, again notify the manager in writing.

You cannot be locked out of your apartment for failure to pay rent unless the landlord leaves a notice on the door where the key can be picked up at all hours, or unless the manager has obtained a court order.

If the manager posts a bond with the Justice of the Peace court, it's possible for you to be evicted by the sheriff within seven days. If the landlord does not post bond, you cannot be evicted until after a hearing by the JP court. You must be given seven days' notice of the hearing, and you may represent yourself without having to hire a lawyer.

The landlord can sue and recover a judgment against you for the unpaid rent and attorney's fees (if the lease so provides). If you move prior to the termination of your lease, the manager has an obligation to try to re-rent the premises; if he does so, the amount of any court judgment against you must be reduced by whatever rent the landlord collects.

Charges for negligence, carelessness, accident or abuse can be deducted from your security deposit. Normal wear and tear cannot be deducted.

Charges for unpaid rent, late payment charges, returned check charges, missing furniture charges, missing or burned out light bulbs, unreturned keys, etc., can be deducted from your deposit.

A reasonable cost for cleaning (if you fail to properly clean prior to moving) can be deducted. Most leases have written cleaning instructions to follow.

Each deduction must be itemized and sent to you within 30 days after you move out. However, the manager is not obligated to send you this written information if you have not paid all of your rent or if you have not given him your forwarding address.

## CHAPTER 20

### APARTMENT CLEANING TIPS

The key to getting your security deposit back when you vacate an apartment is to leave the dwelling as clean as it was when you moved in. You will not be penalized for normal wear and tear. However, if the manager has to clean your apartment, he loses valuable income. These tips for cleaning your apartment should help you recover your security deposit.

In order to adequately clean your apartment, you should plan on 6 to 12 hours of hard work after you have moved out all of your furniture. You will need rags, scouring powder, liquid cleaner, window cleaner, oven cleaner, a vacuum cleaner, cleaning buckets, scouring pads, and a chair, stool or small stepladder. If you have glued paper, plastic, or vinyl on the walls or windows, you will need acetone to remove the stickiness.

Holes in the walls should be filled with wall plaster or plastic wood (depending on whether the wall is plaster or wood). Special attention should be given to cleaning areas not normally viewed by people such as the top of door and window frames, corners, shelves, cupboards, closets, and ceilings. Everything you have put up should come down. The following are suggested guidelines, but you must use common sense when cleaning your apartment:

Walls, doors, and woodwork: Vacuum and clean with water and cleanser if soiled. Scrub doors, woodwork, and electric lights switch covers with cleanser and water.

Ceilings: Remove light globes, replace burned-out bulbs, clean globes, and fixtures, and replace.

Windows: Vacuum and clean sills with cleaner and water. Clean glass with window cleaner.

Closets: Vacuum. Scrub shelves and hanger rods with cleaner and water.

Bathroom: Clean toilets, sink, and tub with scouring powder or soft cleanser. Remove hard water and soap build-up with a lime-dissolving product and soap scum remover. Walls, woodwork, and medicine cabinets should be cleaned.

Kitchen: Clean floors thoroughly. Scrub counters, cupboards, and shelves. Extra work may be needed on walls around stove and refrigerator.

Stove: Remove racks and pans inside oven/broiler and remove burners from top. Clean thoroughly inside and out with oven cleaner. Reassemble and check all burners. Clean floor under stove.

Refrigerator: Unless you have a frost-free refrigerator, unplug and defrost. Make sure melting ice does not overflow. Move away from wall and clean floor underneath refrigerator. Take out racks, food drawers, and clean thoroughly; dry and reassemble. Clean the exterior and set thermostat to a mid-dial setting.

Floors: Scrub tile floors with cleaner and water and let dry. Vacuum or use a dust mop on wood floors.

Remember, if the apartment is not as clean as when you moved in, someone else will have to do the work at your expense.

## CHAPTER 21

### COMPLAINTS – OFF-BASE HOUSING

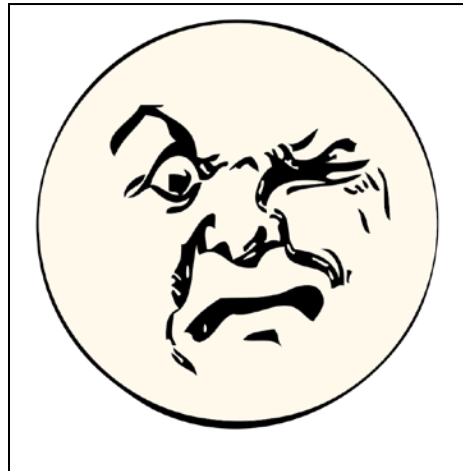
1. **OFF-BASE HOUSING LANDLORD/TENANT:** The Housing Assistance Section records, investigates, mediates all off-base housing complaints. This includes complaints registered by either the tenant or landlord. Assistance resolving tenant/landlord disputes is more successful when requested before a situation becomes critical. If you have a complaint concerning your off-base housing that cannot be resolved by you and/or your landlord, immediately contact the Housing Management Office. Complaint procedures are as follows:

- a. Because we are all human and subject to forget, submit requested corrections: such as leaks, heating, cooling, etc., to your landlord in writing, keeping a copy for your records. **REMEMBER** when reporting problems; be sure to approach the landlord with an attitude of cooperation.
- b. Should a condition arise whereby a suitable agreement cannot be reached or should you fail to receive corrective action in a reasonable amount of time, register your complaint with HMO. An investigation will be made in an effort to resolve the complaint through mediation.
- c. If the complaint cannot be resolved through mediation, referral action is taken, i.e. Base Legal, Commander/First Sergeant, etc.
- d. A last resort for resolution of your complaint is Small Claims Court.
- e. Base Legal: 654-3203, bldg 430.

2. **OFF-BASE HOUSING DISCRIMINATION COMPLAINTS:** The Civil Rights Act of 1866 and 1968 both prohibits discrimination in housing. The Air Force, under the Department of Defense, is fully committed to obtaining equal opportunity and treatment for all personnel seeking housing, regardless of race, color, sex, religion, national origin, handicap, or familial status. Report any incidents to the HMO.

- a. All complaints will be investigated by the Housing Management Office.

- (1) If it is determined the investigation supports the charge of discrimination, the facility will be placed on a Restrictive Sanctions List.



- (2) You will receive notification of the results of the investigation.
  - b. Filing a complaint with the Housing Management Office does not prejudice your rights to also pursue remedies through other channels. (HUD, DOJ, Civil Court)

**3. PRIVATIZED HOUSING/HUNT MILITARY COMMUNITIES:** The Goodfellow Housing Management Office (HMO) partners with Hunt in all matters concerning tenants to approve and verify business practices, as well as recording, investigating, validating and aiding in the mediation of complaints. This includes complaints registered by either the tenant or Hunt. Assistance resolving tenant/Hunt disputes is more successful when requested before a situation becomes critical. If you have a complaint, concerning your privatized housing that cannot be resolved by you and Hunt, immediately contact the HMO office at 654-3498. Complaint procedures are as follows:

- a. When calls for work orders or personal visits to Hunt's office in the Landings fail to resolve an issue, submit requested concerns (such as water leaks, heating, cooling, bug infestation, etc.) to Hunt in writing, keeping a copy for your records. Remember, when reporting problems please approach Hunt personnel with an attitude of mutual respect, cooperation and understanding.
- b. Should a condition arise whereby a suitable agreement cannot be reached or should you fail to receive corrective action in a reasonable amount of time, register your complaint with the HMO at 654-3498. An investigation will be initiated by the HMO in an effort to resolve the complaint through mediation. Having your previous attempts to resolve the issue documented, as well as photos of the problem when applicable will greatly aid the HMO with this process.
- c. If the HMO fails to resolve the issue to your satisfaction then the next step is to contact your leadership (First Sergeant/Commander) to work with the Civil Engineer Commander/leadership to resolve your issue and/or provide you with other options to resolve your complaint.

## CHAPTER 22

### STANDARDS OF CONDUCT IN OFF-BASE HOUSING

1. Every member of the military family is an ambassador for the whole service community. Your demeanor and actions should reflect that fact. You are expected to extend the same respect toward local citizens and their property as is required while living on-base. At the tenant-landlord level, cooperation is not merely desirable, it is an absolute necessity. When military tenants do not cooperate, you not only hurt yourselves, but other military families who follow.
2. The following should be helpful in maintaining good tenant and landlord relationships thereby contributing to the continued enhancement of the image of military personnel and their dependents in local communities:
  - a. Payment of rents and other fees by the due date
  - b. Conservation of utilities
  - c. Maintenance of the interior and exterior of dwellings in a high state of cleanliness
  - d. Control of children, visitors and pets
  - e. Avoidance of damage to private property, but when damage does occur, make necessary repairs or pay for damages promptly
  - f. Learning and abiding by all house rules, particularly in multiple dwelling units
  - g. Notifying the owner or manager promptly of needed repairs
  - h. Avoiding disturbance of your neighbors by loud and/or late evening noises
  - i. Reading and coming to an understanding of all the terms of the leasing agreement and abide by them
  - j. Giving required notification prior to terminating occupancy
  - k. Leaving the facility in a clean, undamaged condition, ready for immediate occupancy. This should be done even if it is not spelled out in the leasing/rental agreement.
  - l. Legal assistance is available from the Base Legal Office. Assistance should be requested if you have questions concerning leases and other allied papers.

## CHAPTER 23

### LINKS TO OUTSIDE SITES

1. Hunt Military Housing Shared Services LLC – <https://goodfellowfamilyhousing.com/>  
(Privatized Housing)
2. AF Home Search Site – <https://www.homes.mil>  
(House rentals, and for sale by owner)
3. Automated Housing Referral Network – <http://www.ahrn.com>  
(House rentals, and for sale by owner)
4. Airman and Family Readiness Center –  
<http://www.familysupportgoodfellow.org/index.php>  
(Spouse Preference, etc.)
5. San Angelo Living Magazine –  
<http://www.display.sanangelostandtimes.com/SS/Page.aspx?sstarg=&facing=false&secid=48583&pagenum=1>  
(Good San Angelo resource book)
6. American Classifieds – <https://www.american-classified.net/index.pjp?dat=cat0TX21098>  
(Used to be called Thrifty Nickle – classified ads only)
7. San Angelo Standard Times – <http://www.gosanangelo.com>  
(Local Newspaper)
8. San Angelo Live E-Zine – <http://sanangelolive.com>  
(E-Newspaper)
9. San Angelo local information – <https://discoverourtown.com>
10. Goodfellow AFB paper – <https://goodfellow.af.mil/>  
(Base newspaper)
11. City of San Angelo – <http://www.sanangelo.org>  
(Web site of the city)
12. San Angelo Independent School District – <http://www.saisd.org>  
(Local school web site)
13. San Angelo Chamber of Commerce – <http://www.sanangelo.org>
14. Military Spouse Magazine – <http://www.milspouse.com>

(Magazine for military spouse)

15. HOMES.mil – <http://www.HOMES.mil>  
(Military site only for home rentals)

Map of Goodfellow AFB –  
<http://www.familysupportgoodfellow.org/files/mini%20graphical2.pdf>

## CHAPTER 24

### ACRONYM LIST

AFB-	Air Force Base
BAH -	Basic Allowance for Housing
DEP -	Dependent
DV –	Distinguish Visitor
FHA –	Federal Housing Allowance
GAFB –	Goodfellow Air Force Base
HMHSS -	Hunt Military Housing Shared Services LLC
HMO -	Housing Management Office
LES -	Leave and Earning Statement
PCS –	Permanent Change of Station
SAISD –	San Angelo Independent School District
TLF -	Temporary Lodging Facilities
TDY –	Temporary Duty
VA –	Veterans Administration
VAQ –	Visiting Airmen Quarters
VOQ –	Visiting Officer Quarters
W -	With
W/O -	Without