

MILITARY HOUSING OFFICE (MHO) NEW RESIDENT BRIEF



Military Housing Office 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 once you've submitted a maintenance request or spoken to the Project Owners Management team.

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.

MHO Contacts Information

Location: **123 McMillan, Hurlburt Field, FL 32566 (Building 90371)**

Phone number: **COMM: 850-884-7505 / DSN: 579-7505**

Email: isoces.housing@us.af.mil

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

Location: **123 McMillan, Hurlburt Field, FL 32566 (Building 90371)**

Phone number: **COMM: 850-884-8811 / DSN: 579-8811**

Email: robyne.adams@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: **212 Lukasik Ave, Ste 255, Hurlburt Field, FL 32544**

Phone number: **COMM: 850-884-8811 / DSN: 579-8811**

Email: 1SOW.CVLAW@us.af.mil

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 unremediated 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)**

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 (TBoRs) that formalizes rights you have as a resident. Please take a moment and read over these rights. Feel free to ask any questions. (Note: not all owners have established all 18 of these rights.)

___/18 TBoR have been attached.

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 the majority of 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.

Project Owner's Name: **Mayroad**

Informal Dispute Process Location: **123 McMillan, Hurlburt Field, FL 32566 (Building 90371)**

Utility Allowance Program (not at all installations)

The Utility Allowance (UA) Program is designed to encourage conservation of utilities by requiring residents to pay out of pocket for consumption above the average consumption for a like type unit. Due to concerns over the accuracy of the metering, the program was suspended Jan 31, 2020. Some Project Owners are relaunching the program after meeting the DoDs meter verification requirements, but not all owners are planning to reinstate the program. If the Project Owner reinstates the program, the UA is set based on average consumption of homes with similar characteristics. If you use more than the average consumption of your group, you will be required to pay, if you use less, you will either keep the savings or receive a rebate check. The payments or refunds are always based on your actual usage. More information on how the payments or refunds occur will be provided if the Project Owner has implemented the UA program.

UA has not been implemented here.

Procedures for submitting work orders

It is the resident's responsibility to call in maintenance issues to the Project Owner's call center or maintenance service center as soon as the problem is evident. Additionally, the resident may submit work orders online via the resident portal. Failure to call or submit a work order through the online portal, if available, could result in resident's liability for damages. Please read and understand the Permission to Enter (PTE) form that is included in your lease. The form explains the process for the Project Owner Maintenance team to enter the home to do repairs etc. You can also input work request electronically through the Project Owner on-line portal. That information can be found in your Resident Responsibility Guide.

Project Owner Maintenance Contact Information

Location: **57 Mayo Street, Hurlburt Field, FL 32544**

Phone number: **850-344-0220, option 3**

Email: hurlburt.service@themayroad.com

The DAF and MHO are governed by AFI 32-6000 and the Project Owners contracts. The Installation Commander has several responsibilities and authorities within privatized housing, some of which are discussed below.

Military Universal Lease

Installations with Universal Lease Implemented:

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 attached addenda.

Renters Insurance

We highly advise you obtain renter's insurance. Some projects require the resident to maintain renter's insurance per the Universal Lease. This insurance is fairly 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 Section 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 Pet Addendum set forth by the Project Owner. 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.

Window Fall Prevention

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

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

Window fall prevention devices can be effective and the 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.

Firearms

Residents are authorized to store registered firearms at their quarters. 1st Special Ops Security Forces Squadron (1 SOSFS) registration forms are available at the Visitor Control office near Soundside gate. Acknowledgement of understanding of the registration requirement is signified by your below signature.

Power of Attorney (POA)

Highly recommended that you obtain a Special POA for your spouse, especially if you are a member of a sister service (Not Air Force). For the Hurlburt Housing Office to accept the Special POA, it must include the following statement: *Sign for and Terminate Privatized Base Housing.*

Eligibility

You will not normally be authorized to apply for privatized housing or be assigned privatized housing if you will have less than one year remaining on station as a result of being notified of (a known date) impending PCS, retirement, administrative separation, etc., except for reasons of military necessity or to relieve a hardship.

Unaccompanied Dependents Restricted Tour Priority Placement. PCS from a UDR tour normally qualifies a member for priority placement on the waiting list. Member must provide a copy of the PCS orders taking them to the UDR tour. Members will be added to the appropriate waiting list without bypassing members within the freeze zone if they apply within 30 days after their arrival. A member is not eligible for priority placement if their dependent was acquired in the UDR tour area. Furthermore,

member is not eligible for this priority placement if dependents travel with or join the member in UDR at government expense.

Application & Wait List

You can initiate an application by completing and returning the documents attached to this email, or through our privatized partner's website at www.themayroad.com or in person at the housing office. If housing is not immediately available, you will be placed on a waiting list according to your category (pay grade and family size). You will be offered the next available unit in your category when your name reaches the top of the waiting list.

Turn-Down Options. A turn-down option is available for all applicants except designated key and essential positions, and hardship approvals. When offered a unit, you will have 1 duty day to accept or decline. If declined, it will count as a turn-down. If you turn down a second unit, your name will be moved to the bottom of the waiting list with a new effective date. **There is no guarantee that the offered unit will be available for inside viewing.** A floor plan will be furnished, and you may drive by.

Entitlements

The bedroom entitlement is determined by the actual number of dependents in your household (one bedroom per child over age 10). Our largest home has 4 bedrooms. If you will gain entitlement within 12 months (resulting from increase in number of dependents, maturation of children, or selection for promotion) you may apply for and be placed on the appropriate waiting list. However, you will not be able to move until the event occurs. Documentation of the entitlement increase must be provided. You are authorized one paid move into base housing after PCS to Hurlburt Field. Any subsequent move is considered a convenience move, and the cost of such move will be yours to bare.

Storage

Personnel residing in privatized housing are authorized to have excess furniture stored at government expense. Requests for storage of excess furniture (due to insufficient space) must be made within 30 days of assignment to the unit. Provide the Military Housing Office an itemized list of items to be stored to initiate this process. Items that are prohibited from government shipment (such as perishables, agricultural products, flammable items, vehicles) cannot be stored at government expense. Contact Transportation Management Office with questions concerning this authorization.

NOTE: Household goods must be removed from storage when you terminate privatized housing.

Member's Personal Information

It is the applicant's responsibility to always provide Mayroad current duty/personal phone numbers and duty/personal e-mail addresses. Also, any situation which may affect your housing entitlements should be brought to attention of the privatized housing office immediately.

If PCS Orders do not contain all dependent information (i.e., Name and Birth Date of each member), DEERS Verification is required. You can get the DEERS Verification from the same location you got your dependent's ID cards. If this is a Mil-to-Mil move, then we will also need the Military Spouse's PCS Orders.

I acknowledge I have been briefed on all items listed and my questions concerning on-base privatized housing have been answered to my satisfaction. I have been provided with a copy of this briefing and in the event of questions I can call (850) 884-7505.

Printed Name of Service Member

Signature of Service Member

Housing Referral Representative

Signature



Military Housing Privatization Initiative Tenant Bill of Rights

The Department of Defense is fully committed to ensuring our Nation's most valued resource—its military service members and their families—have access to safe, quality, and well-maintained homes and communities on DoD installations.

The National Defense Authorization Act for Fiscal Year 2020 set out eighteen rights of military service members and their families (Tenants) residing in privatized housing. The Department of Defense commits to ensuring that privatized housing Tenants receive quality housing and fair treatment from the Military Housing Privatization Initiative project owners (MHPI companies) that operate and maintain privatized housing.

It is paramount that residents receive the full benefit of each right. The Department of Defense, through each of its Military Departments, will work diligently and expeditiously to develop the processes and procedures needed to implement these rights and make Tenants aware of them. However, many of the rights set forth by Congress pertain to legal matters that do not lend themselves to unilateral action by the Department. To the extent it is not already the case, the Military Departments commit to working with the MHPI companies to incorporate these rights and procedures into appropriate project legal documents. In some cases, more work is required before the benefits of these rights are fully available to tenants.

The Department commits to providing the full benefit of the following 15 rights by May 1, 2020.

1. The right to reside in a housing unit and a community that meets applicable health and environmental standards.
2. 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.
3. The right to a written lease with clearly defined rental terms to establish tenancy in a housing unit, including any addendums and other regulations imposed by the Landlord regarding occupancy of the housing unit and use of common areas.
4. The right to a plain-language briefing, before signing a lease and 30 days after move-in, by the installation housing office on all rights and responsibilities associated with tenancy of the housing unit, including information regarding the existence of any additional fees authorized by the lease, any utilities payments, the procedures for submitting and tracking work orders, the identity of the military tenant advocate, and the dispute resolution process.
5. The right to have sufficient time and opportunity to prepare and be present for move-in and move-out inspections, including an opportunity to obtain and complete necessary paperwork.
6. The right to report inadequate housing standards or deficits in habitability of the housing unit to the Landlord, the chain of command, and housing management office without fear of reprisal or retaliation, including reprisal or retaliation in the following forms: (A) unlawful recovery of, or attempt to recover, possession of the housing unit; (B) unlawfully increasing

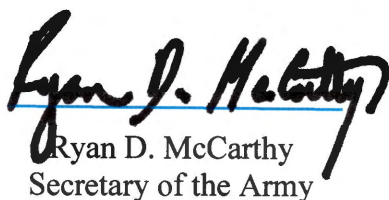
the rent, decreasing services, or increasing the obligations of a Tenant; (C) interference with a Tenant's right to privacy; (D) harassment of a Tenant; (E) refusal to honor the terms of the lease; or (F) interference with the career of a Tenant.

7. The right of access to a Military Tenant Advocate or a military legal assistance attorney, through the housing management office of the installation of the Department at which the housing unit is located to assist in the preparation of requests to initiate dispute resolution.
8. The right to receive property management services provided by a Landlord that meet or exceed industry standards and that are performed by professionally and appropriately trained, responsive and courteous customer service and maintenance staff.
9. The right to have multiple, convenient methods to communicate directly with the Landlord maintenance staff, and to receive consistently honest, accurate, straightforward, and responsive communications.
10. The right to have access to an electronic work order system through which a Tenant may request maintenance or repairs of a housing unit and track the progress of the work.
11. With respect to maintenance and repairs to a housing unit, the right to the following: (A) prompt and professional maintenance and repair; (B) to be informed of the required time frame for maintenance or repairs when a maintenance request is submitted; and (C) in the case of maintenance or repairs necessary to ensure habitability of a housing unit, to prompt relocation into suitable lodging or other housing at no cost to the Tenant until the maintenance or repairs are completed.
12. The right to receive advice from military legal assistance on procedures involving mechanisms for resolving disputes with the property management company or property manager to include mediation, arbitration, and filing claims against a Landlord.
13. The right to have reasonable, advance notice of any entrance by a Landlord, installation housing staff, or chain of command into the housing unit, except in the case of an emergency or abandonment of the housing unit.
14. The right to not pay non-refundable fees or have application of rent credits arbitrarily held.
15. The right to expect common documents, forms, and processes for housing units will be the same for all installations of the Department, to the maximum extent applicable without violating local, State, and Federal regulations.

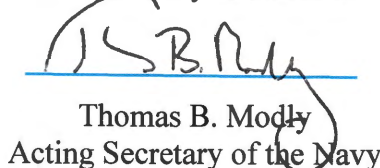
With respect to the remaining three rights—access to maintenance history, process for dispute resolution, and withholding of rent until disputes are resolved—the Department will continue to work with the MHPI companies and, as necessary, Congress to ensure the benefits of these rights are fully available. While the Department develops standardized, formal processes for these rights, service members and their families will be able to leverage the support available from their respective Military Departments to address and resolve relevant housing issues. Tenants seeking assistance should continue to engage their housing office, installation leadership, or chain of command.



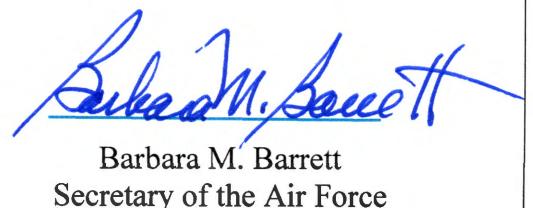
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Secretary of Defense



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Secretary of the Army



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