Welcome to MacDill Military Housing Office (MHO)

To apply for Harbor Bay on-base housing, please complete and return **ALL** of the following documents by fax 813-828-2561 or email MacDill.Housing@us.af.mil:

MacDill Privatized Housing Referral (attached). Please fill out the top half only.

Application for Assignment to Housing form DD l746 (attached).

Military Orders to MacDill AFB or its partners. If you are returning from a remote tour, also include your completed travel vouchers for possible remote credit.

Proof of Dependents: DEERS enrollment form DD 1172 or if USN "page 2".
This is only required if dependents are not listed by name and birth date on Military Orders.

Government Paid Moves and Non-Temp Storage Briefing (attached).

AF Form 4422, Sex Offender Disclosure and Acknowledgement (attached).

MHO Pre-Move in Brief and Form (attached) MHO Brief included for this form.

If a home is immediately available, you will be contacted by Harbor Bay upon receipt of your **completed** application package. Otherwise, you will be placed on the appropriate waiting list. After your package has been reviewed and entered, you may check your position on their website, www.macdillfamilyhousing.com, under the "Incoming Residents" tab.

MacDill Housing Office: Location 8414 Fortress Dr., MacDill AFB FL,
813-828-5404; Fax: 813-828-2561.

MacDill Privatized Housing Referral

***Authorization Number:*_____**

LAST NAME: _____ FIRST NAME: _____M/I: _____

PAY GRADE: ____

Branch of Service: USAF USA USN USMC USCG RESERVE GUARD
Unit: _____ Phone: Duty: _____Home: _____Cell: _____
Proof of Dependents: PCS Orders, DEERS (DD1172), Marriage or Birth Certificate
Personal E-Mail: Duty E-Mail:

STATUS: Married, accompanied by family/or arrival date:

Mil-to-Mil: Joint Spouse Assigned

Single parent with custody of dependent child (documentation req'd)

Local economy lease; lease expiration date:

Arrival date:

Remote credit. Application effective date:

My signature authorizes written consent, under Privacy Act 5 U.S.C i' 552a for MacDill AFB, Housing Management Office to release to the housing records maintained to Harbor Bay Privatized Housing.

Member Signature: **Date:**

DO NOT WRITE BELOW THIS LINE!

CATEGORY:
ENLISTED: JNCO SNCO E9 Pres
OFFICER: CGO FGO SO GO
KEY & ESSENTIAL: Yes No Position: _____
TARGET TENANT: Yes No Category if No:

1. Briefed on Local Funded Move (if applicable) Yes No
2. Briefed resident on Non-Temp Storage Rules: Yes No

REFERRED DATE: **ELIGIBLE FOR PH: Yes No**
MHO Signature:

This information is to be protected in accordance with AF33-332, Air Force Privacy Act Program

This checklist when populated contains FOR OFFICIAL USE ONLY (FOUO) information which must be protected under the Freedom of Information Act (5 U.S.C. 552) and/or the Privacy Act of 1974 (5 U.S.C. 552a). Unauthorized disclosure or misuse of this PERSONAL INFORMATION may result in disciplinary action, criminal and/or civil penalties.

MHO Pre Move-In Checklist (Military Personnel)

MacDill AFB

Resident Name _____

Cell Phone _____

- Introduce MHO team, responsibilities/services and contact information
- Resident Advocate role and contact information
- Legal Assistance Office role and contact information
- Medical concerns and contact information
- Provide Tenant Bill of Rights*
- Review Tenant Responsibilities (including how to report complaints, including health hazards)*
- Provide Dispute Resolution Trifold*
- Confirm current status and explain Utility Allowance Program (if applicable)
- Review procedures for submitting work orders
- Review Lease Terms (Confirm Tenant read standard Lease Materials)
- Review information regarding additional fees
- Advise to obtain Renters Insurance
- Pets
- Provide a copy of the EPA Guidance on reducing exposure to lead*
- Provide a copy of the EPA Guidance on Mold in the home*
- Resident should attend move-in inspection or provide written notice of concerns within 5 days of occupancy of the home or commencement of the lease
- MHO, if available, may attend move-in inspection if requested by tenant
- Brief residents on the risks of window falls and of window fall prevention measures

*** All Documents can be downloaded from https:llwww.housing.af.millHomelllnits/MacDilll***

Resident Advocate Contact:

Name: Mr. William Farnand

Phone: 813-828-2377

Email: william.farand.l@us.af.mil

Installation Legal Services Contact:

Name: Contact Front Desk

Phone: 813-828-4421

Email: 6 ARW.ja.frontoffice@us.af.mil or 6ARW.ja.generallaw@us.af.mil

I confirm that I have been briefed on the above information and I understand my rights, responsibilities, and the resources available to me during my tenancy in privatized housing. A completed copy of this form was made available to me.

_____

(Initial - Resident Signature/Date)

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MACDILL AFB MILITARY HOUSING OFFICE NEW RESIDENT BRIEF

A copy of this brief and the checklist will be provided to you so you can consult it in the future should the need arise.

Introduce MHO team, responsibilities/services, contact information

The Military Housing Office (MHO) is ready to support you in the transition to your new home and community. Please go to https://www.housing.af.mil/Home/Units/MacDill/to find additional information regarding Privatized Housing, Unaccompanied Housing (Dorm Living), and Community Housing (off base). You will also find information about the HEAT (Housing Early Assistance Tool) program, Housing contact information, FAQ's, and additional resources and application package to apply for privatized housing. Housing on the installation is limited and extensive wait times can be expected for some of our rank bands and entitlements. You can download the application for housing on MacDill at https://harborbayatmacdill.com/ and click on the Apply Now. Accurate documentation and providing all application paperwork is imperative to proper eligibility screening by MHO and then will ensure that our privatized housing partner Harbor Bay (HB) can properly place potential residents on the applicable wait list. The most important factor is the effective date you leave your last duty location; this date is what all on base applications are racked and stacked against. Several factors can affect waitlist placement and movement; such as Key and Essential positions, remote credit, hardship, EFMP and medical accommodations. The MHO can provide invaluable relocation assistance on all these programs/requirements and assist in proper application submission. Please make early contact with MHO at 813-828-5404 if there are any questions on the process. Please contact Harbor Bay at 813-840-2600.for estimated wait times once application is processed.

The Military Housing Office (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.

In our oversight role we have inspected the home prior to your lease 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

6 ARW Housing Manager: Mr. Lawrence J. Hess

Location: 8414 Fortress Dr., MacDill AFB (Harbor Bay Welcome Center)

Phone number: 813-828-5404/4674

Email: macdill.housing@us.af.mil

Resident Advocate responsibilities/services and contact information

Every Air Force Base with privatized housing has a Tenant Advocate. The resident advocate assists military members and their families residing in privatized housing in developing solutions to unresolved problems, concerns, and needs. They will provide consultation on landlord/tenant rights as contained in laws, privatization agreements, and DoD and AF 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 Tenant may seek the assistance of the Resident Advocate at any point during the informal dispute resolution process that is described in the Universal Lease.

Resident Advocate Contact Information

6 ARW Resident Advocate: Mr. William Farnand

Location: 8108 Condor St, MacDill AFB

Phone number: 813-828-2377

Email: william.famand.l@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 Landlord 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 Tenant always has the option to independently hire private legal counsel to provide legal advice on their dispute with the Landlord.

Legal Office Contact Information

6 ARW Legal Contact: Front Desk

Location: 8208 Hanger Loop Dr., MacDill AFB

Phone number: 813-828-4421

Email: 6 ARW.ja.frontoffice@us.af.mil or 6ARW.ja.generallaw@us.af.mil

Air Force Housing Call Center role and contact information

In addition to these resources, the Air Force established a housing call center within the Program Management Office to help resolve tenant concerns where local resources have not been able to assist or the tenant 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 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 USAF School of Aerospace Medicine Environmental, Safety, and Occupational Health (ESOH) Service Center at 1-888-232-ESOH (3764). 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@wpatb.af.mil

Project Owner Maintenance Contact Information

Harbor Bay Facility Director: Mr. Spence Teller

Location: 2120 Secord Ave

Phone number: 813-840-2000

Email: Steller@tmo.com

Tenant Bill of Rights

Providing our military families with quality, safe and healthy homes and communities is a top Air Force priority. We have worked with the privatized owners to establish a Tenant Bill of Rights that formalizes rights you have as a tenant. Please take a moment and read over these rights. Feel free to ask any questions. Can be viewed/downloaded at https://www.housing.af.mil/Home/Units/MacDill1/

Dispute Resolution Resources

While we always hope your tour will go without any issues with your landlord, disputes do occur. Our role along with others in the housing delivery team 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. We expect the vast majority of issues to be resolved this way. 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. This process will involve a physical inspection of your home and will ultimately be decided by the Installation Commander and who will direct remedies to the Tenant or Owner as applicable. Tenants must follow the Informal Dispute Resolution Process in order to be eligible for initiating the Formal Dispute Resolution Process.

Confirm current status and explain Utility Allowance Program

The Utility Allowance Program is designed to ensure tenants of privatized housing pay for their actual usage of utilities. 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 receive a refund. The payments or refunds are always based on your actual usage. Due to concerns over the accuracy of the metering, the program was suspended effective Jan 31, 2020. The goal is to relaunch the UA program by December 21, 2021 and more information will be provided at that time.

MOVEMENT OF HOUSEHOLD GOODS

As a resident of Base Housing, I understand I am entitled to ONE government paid household goods move during my MacDill assignment. Due to limited/sporadic funding, I understand I must check with the Military Housing Office for a Paid Government Move:

1. **DITY (Do-It-Yourself):** This is a government paid move by reimbursement through the Travel Pay system. MHO will cut orders when authorized for this Household shipment.
2. **Government Contracted Move:** This is a household goods shipment performed by Contractors door-to-door, which includes packing/crating of goods and full delivery from your Local Area off-base home to Base Housing home with no weight limit restrictions.

NONTEMPORARY STORAGE OF HOUSEHOLD GOODS

I understand that if the need arises to have impractical or unsuitable goods stored at government cost, I will contact the MHO for a review of these items and if approved - NON-TEMP Storage orders will be issued. I also, understand I must request these orders within 30 days of assignment to Base Housing under Air Force instruction 32-6000.

RULES/GUIDELINES:

Generally, examples are items that are unusable due to design configuration or insufficient space in the housing unit (oversized beds, sofas, bookcases and books, dinette sets, china cabinets and associated china and crystal, and clothing required only in another climate). Items not appropriate for non-temporary storage under this paragraph are accessory household items, such as vacuum cleaners and other minor appliances and machinery (i.e., table and chain saws and craft equipment), trashcans, vehicles and vehicle parts, building material, suitcases, commonly used clothing, linens, small rugs, toys and other miscellaneous small items. Major appliances may be stored if like items are government-provided.

I also understand when I vacate on base Privatized Housing, I am no longer eligible for paid storage of these NON-TEMP goods and must request immediate shipment/release to my new quarters. If I PCS to another base, I must contact MacDill Traffic Management Office (TMO) to arrange for shipment to the next base.

Authorization of these funds can only be approved by the Housing Management Office (HMO) and not Harbor Bay Property Management. Be sure to visit the HMO at 8414 Fortress Drive or call 813-828-5404 if you have any questions or to determine your eligibility.

By signing below I acknowledge that I have been briefed on the funding for local moves and Non-Temporary storage.

Name (print} _____ Date: _____

Signature_____