

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 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

Location: 351 Travis Avenue Travis AFB, CA 94535 Building 660 (A&FRC)

Phone number: (707) 424-1746

Email: 60CES.CEIH.MilitaryHousing@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, 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.

Resident Advocate Contact Information

Location: 351 Travis Avenue Travis AFB, CA 94535 Building 660, (A&FRC)

Phone number: (707) 424-4346

Email: jillian.swanson.1@us.af.mil

Legal Assistance Office role and contact information

The Legal Assistance Office is also available to provide assistance and counsel with regards landlord/tenant rights as contained in laws and privatization agreements and assist in resolving disputes with the landlord short of actual litigation. If the issue goes to litigation, you would need to retain outside counsel.

Legal Office Contact Information

Location: 510 Mulheron Street Travis AFB, CA 94535, Building 383

Phone number: (707) 424-3251

Email: 60AMW.JAG.LegalAssistance@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 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 at any time you are having health concerns in your home, please contact your health care provider. If you feel your home may be contributing to your symptoms, please ensure you contact the maintenance call center for the Project Owner, our office and the Air Force ESOH call center. The ESOH call center will aid in connecting you with the medical assistance while we will work closely with the project owner to identify and correct any issues with the home.

ESOH Call Center Contact Information

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

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

Project Owner Maintenance Contact Information

Location: 151 Wyoming Street Travis AFB, CA 94535

Phone number: (707) 437-1230

Email: Rent Café on resident portal or call-in Emergency and Urgent work requests

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.

Tenant Responsibilities

It is not just the Privatized Owner that has obligations, you as a tenant also have certain obligations and responsibilities as a party to the lease. In addition to paying your rent, you are expected to notify maintenance when for anything that breaks in the home, keep the home clean, maintain the grounds around your home, keep walkways clear, and abide by pet and noise policies. Additionally, you are not permitted to make modifications to the home without written permission from the privatized owner and are expected to pay for any damages to the home that are not fair wear and tear to include any damages caused by your family, guests or pets. As we go through the lease, we will point out those responsibilities in more detail. Additionally, the leasing team for the privatized housing will provide you a resident's guide outlining these responsibilities.

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 resolving Disputes often go through ever increasing levels of elevation until resolved.

In general the when you are having an issue and are not satisfied:

- 1) Raise the issue to the Privatized Owner's Property Management Office
- 2) Elevate dispute to the Community Director
- 3) Submit dispute to the MHO
- 4) Elevate dispute through Chain of Command to include Resident Advocate and Legal Office
- 5) Elevate to Air Force 1-800 Helpline
- 6) Seek Independent Legal Counsel

Steps 3 and 4 in the process may seem lengthy as it may invoke a formal dispute resolution process which may include the withholding of rent from the project owner and a series of demand letters.

Confirm current status and explain Utility Allowance Program

The Utility Allowance Program is designed to ensure residents 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 Air Force plans to restart the utility allowance program on an installation basis as soon as it can meet the OSD standards for recertification.

Review procedures for submitting work orders

As mentioned earlier it is the lessee's responsibility to call in maintenance issues to Travis Family Homes as soon as the problem is evident. Failure to call could result in member'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 Management 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's guide.

Ensure Topics under AFI 32-6000 Par 3.4.12 and subparagraphs that are not already included in this script are discussed

Review/Discuss any Questions Regarding the project's Standard Military Lease

Leases can be very confusing. They are legal documents and as such are often full of legalese that you may not understand.

Answer any questions regarding the standard lease the resident may have

Renters Insurance

We highly advise you to obtain renter's insurance. This insurance is fairly cheap, but important to protect you should any damage occur through negligence such as unattended cooking causing a house fire. Policies also generally cover damage to your possessions from acts of God such as tornado's or hurricanes. While the project owner has insurance to cover repairing the premises, they generally do not cover your possessions or damage caused by tenant negligence. Most policies also provide liability insurance should a guest be injured on the property or your pet causes injury. Some policies even cover pet damage to the premises.

Pets

Pets must be approved by the Project Owner and will require a pet addendum. Some breeds may not be permitted in the housing area. If you obtain a pet after lease signing, you must still notify the landlord of

the pet and complete the pet addendum. You are responsible for the conduct of your pets and any damage they cause.