

MILITARY HOUSING OFFICE (MHO) NEW RESIDENT BRIEF

March 2026

A copy of this brief and the checklist will be provided to you for reference in the future should the need arise. The resident lease may use terms such as tenant and landlord or owner, however, this document refers to the tenant as the resident and the landlord as the Project Owner.

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: 602 Juniper St, Vandenberg SFB, CA 93437

Phone number: 805-606-3434/1840; DSN: 276-3434-/1840; Fax: 805-606-7699

Email: 30CES/CEIH@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: 747 Nebraska Ave, 10577, Rm B-102, Vandenberg SFB, CA 93437

Phone number: 805-605-4479; DSN: 275-4479

Email: jacqueline.core.1@spaceforce.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: 747 Nebraska Ave, 10577, Suite C-100, Vandenberg SFB, CA 93437

Phone number: 805-606-6200; DSN: 276-6200

Email: 30SW.JAworkflow@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: 888-577-6494

DoD Housing Feedback System (DHFS) and access information

If you are interested in providing feedback on your housing experience, the DoD Housing Feedback System (DHFS) serves as an outlet for active-duty service members and their authorized dependents to submit complaints, compliments, and general feedback regarding their housing units. Additionally, the searchable database can be utilized as a tool to aid military families in their research process prior to moving to a new duty station.

All personally identifiable information will be removed before it's published in the database. The DHFS is not intended to replace existing processes for submitting maintenance work order requests. Privatized military housing residents should continue to submit work order requests through their community's property manager or other regular channels to receive action for maintenance issues.

The DHFS access Information

Website: <https://www.dhfs.mil>

Medical concerns and contact information

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

ESOH Call Center Contact Information

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

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 /18 TBoR have been established here.

Resident Responsibilities

It is not just the Project Owner that has obligations, you as a resident also have certain obligations and responsibilities as a party to the lease. In addition to paying your rent, you are expected to notify maintenance when anything breaks in the home, keep the home clean, maintain the grounds around your home, keep walkways clear, and abide by pet and noise policies. You shall be charged for all damage to the premises as a result of failure to report a problem in a timely manner. Additionally, you are not permitted to make alterations to the home without written permission from the Project Owner and 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 Guide outlining these responsibilities.

Dispute Resolution Resources

While we always hope your tour will go without any issues with your Project Owner, disputes can occur. Our role along with the Project Owner is to resolve these disputes for you quickly at the lowest level. 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 or appropriate Department of the Air Force official who may direct remedies to the resident or Project Owner as applicable.

Vandenberg Housing Limited Partnership/Belfour Beatty Communities Informal Dispute Process Location: Schedule 3 of Universal Lease at <https://www.flipsnack.com/balfour/bbc-disputeresolutionprocess/full-view.html> (Note- you may need to access from a non-government computer)

Utility Allowance Program (not at all installations)

The Utility Allowance (UA) Program is designed to encourage conservation of utilities improve installation resiliency by requiring residents to pay out of pocket for consumption above the average consumption for a like type unit. The program was suspended Jan 31, 2020 while the Department reviewed each project owners metering plan and billing process. 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.

Whether or not the PO implements the UA program we encourage each resident to conserve resources to improve the sustainability and resiliency of our installations. Conservation of utilities is not only good for the environment, but any savings also achieved are put back into the project to maintain playgrounds, homes and other common infrastructure.

UA has not been implemented here as the Project Owner has opted not to do so at this time. However, resident may continue to receive mock bills so they can have an estimate of their consumption, but live billing is not in place.

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 the Community Guidelines. To access the resident portal, go to: <https://vanderbergfamilyhomes.com> and click RESIDENT in the top right menu bar which will take you to the login page. **Emergency and urgent work orders should always be called into the office.**

Project Owner Maintenance Contact Information

Location: 603 Juniper Street, Vandenberg SFB, CA 93437

Phone number: 805-734-1488

Email: MBarbieri@bbcgrp.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.

To give residents adequate time to review the lease BBC will send the lease via DocuSign in advance of your arrival. They will require you to sign the lease and return it to them in advance of your move-in date. Please understand, if on your move-in date you are not satisfied with the house you can ask them to cancel your lease before you take the keys. Please do not feel by signing the lease agreement in advance you do not have the option to turn down the home at the time of move-in (this must be accomplished before you accept keys). However, if you feel uncomfortable signing the lease in advance you can advise BBC you would prefer to wait until the day you see the home.

Installations without Universal Lease Implementation:

Check the local and state policies for the process of Dispute Resolution and rent segregation availability.

Renters Insurance

We highly advise you obtain renter's insurance. Some projects require the resident to maintain renter's insurance per the Universal Lease and the project at Vandenberg is one of those that does require same. You will be required to obtain and maintain at all times during the term of the lease agreement at your expense, liability insurance with a minimum coverage of \$100,000 to protect you from claims for property damage and physical injury caused by or to you, or your family members, or guests. Once you sign the lease BBC will ask for evidence of the policy, and BBC will need to be named as an interested party. 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. Additionally, if you are living on base BBC will require you obtain and provide proof of renters insurance for the specified home before they can move you into the home.

Pets

The SLD 30/CC pet policy is available at: <https://www.housing.af.mil/Home/Units/Vandenberg/> on the right-side bar. This policy outlines your roles and responsibilities and describes which breeds and types of animals are prohibited on base. Please review this policy and ensure you are in compliance. **In the event of unauthorized breeds, incidents of animal bites/scratches, or violations of pet quarantine, you consent to the release of your information by the 30th Security Forces Squadron to Vandenberg Housing Limited Partnership (the Housing Privatization Project) upon signing the MHO pre-brief checklist.** 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 AFI32-6000, 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. Please note, residents with pets will incur a pet neutralization fee (as of Mar 26 the cost was \$150 but it is adjusted as vendor costs increase) which is applied by the project owner’s carpet vendor after move-out when the carpet is cleaned.

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.

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Eligibility, Waitlist, and Right to Refuse Occupancy

The MHO determines if applicants are eligible and then refers them to privatized housing. They will then place you on a waitlist based on your rank and bedroom eligibility. Please note, applicants have the right to receive a maintenance history of the home they are being offered from the landlord in advance of signing a lease. Please note, applicants cannot choose to be placed on a different waitlist unless the privatized housing office has surplus housing in a particular category. If there is and an applicant wishes to be moved to that waitlist, they must first sign a document provided by the landlord waiving them of their right to remain on their originally authorized list. If more than one home is available for your category residents will be given a choice of locations. Additionally, if you turn down a home, per the legal documents, the project owner has the right to move your name to the bottom of the waitlist; although the project owner will typically allow you at least one turn down; however, as stated above if you turn down your second home, they do have the right to move your name to the bottom of the waitlist. It’s best to relay your desires (i.e., 1 story home, small

yard, etc) to the project owner before you've been offered a home as they will attempt to match you up with your desires (it is not guaranteed). If you turn down a home that you deem to be uninhabitable, and both the MHO and Installation Commander confirm this then the project owner cannot change your position or remove you from the waitlist for refusal of that home.

Allotments & Annual Allotment Adjustments for Privatized Housing Residents

In general, rent for military tenants and their families equals the with-dependent BAH associated with the member's rank. If you sign a lease and your w/dep BAH is \$2000 at the time you sign the lease your allotment will be established for this amount. Rent is paid in arrears so if you move in on the 15th of April you will be required to pay the pro-rated rent (for the 15 days you resided in the home) NLT 1 May. After that, the allotment will be established, and the rent will automatically be pulled from your account for future months. If your BAH rate increases the rent will automatically be adjusted to the higher rate as this is how the privatized housing deals are legally structured. If you notice anything that doesn't seem correct in regard to your rent or if you are promoted/demoted and your rent has not yet reflected the change, please contact the project owner immediately. **If you are a single or unaccompanied military member residing in privatized housing your rent will still be set at the with dependent BAH rate for the highest-ranking person residing in the home** and if you've opted to have other military roommates as a single person you would then split the rent. Please note if your roommate moves out and you remain in the home you will still be responsible for the full amount of the rent for the home (with dependent BAH rate). **Unaccompanied members need to take into consideration before signing a lease that the BAH rates change every year. The change in rate is not always equal between single rate and the with dependent rate. So, when you sign your lease, the Out-of-Pocket expense may only be \$300 but this amount can increase on an annual basis.**

(Note: The figures above are just examples and not the actual BAH rates or rent amounts for the installation.)

Local Drayage and Non-Temporary Storage of Household Goods

Residents must advise the Military Housing Office within 30 days of receiving your Household Goods in the case you need Non-Temporary Storage. Service members applying to move from within the local community to on base housing, might be entitled to a paid move. Please contact the MHO so we can determine eligibility BEFORE you move on base (authorizations cannot be issued retroactively).

Temporary Lodging Expense (TLE)

Please be advised currently VSFB is an approved location for extended TLE (4 Feb 26 – 30 Sep 26; to be certified and approved quarterly beginning in May 26) for an additional 39 days (max total of 60 between 21 standard days and 39 extended days). The approval must be re-certified and approved quarterly so please always check with MHO before assuming the extension is in place. **All inbounds who intend to or might request approval for extended TLE MUST visit the MHO for a briefing upon arrival at Vandenberg SFB (during work week). Member's requesting extended TLE will be required to visit the MHO every 10 days with proof of their active home search. Details on the process will be provided during your initial briefing when you visit the MHO upon arrival. TLE extensions cannot be approved after the fact so please be sure to visit the MHO once you arrive.**