



**UNITED STATES MARINE CORPS**  
MARINE CORPS AIR STATION  
POSTAL SERVICE CENTER BOX 8003  
CHERRY POINT, NORTH CAROLINA 28533-0003

IN REPLY REFER TO:  
AirStaO 11101.2J  
FAC  
**27 OCT 2008**

AIR STATION ORDER 11101.2J

From: Commanding Officer, Marine Corps Air Station, Cherry Point  
To: Distribution List

Subj: HOUSING REFERRAL SERVICES

Ref: (a) MCO P11000.22  
(b) MCO 1620.2D  
(c) MCO P5354.1D W/CH 1

1. Situation. To establish a housing referral service concerning off-Station housing in accordance with established policies and procedures set forth by reference (a).

2. Cancellation. AirStaO 11101.2H.

3. Mission

a. The housing referral service has been established to provide a personal and convenient service to assist personnel of all services and their dependents in locating suitable off-Station housing when military housing is not available for assignment.

b. Summary of Revision. This order contains major changes and should be reviewed in its entirety.

4. Execution

a. Housing referral services will be under the operational control of the Housing Director, Housing Department, Facilities Directorate, Marine Corps Air Station (MCAS), Cherry Point, North Carolina.

b. All inbound military personnel on Permanent Change of Station (PCS) orders shall report to the Military Housing Office (MHO), Building 286, on the corner of "4th" and "D" Streets, prior

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to entering into any contract for rental or purchase of off-Station housing. Information pertinent to private rentals and sales, schools, churches, shopping facilities, and other community services will be provided. Service members will retain their freedom of choice in the selection of private accommodations, except in those instances where official restrictive sanctions have been exercised in accordance with the current edition of reference (b).

c. Civilian employees of the Department of Defense who are transferred or recruited for job opportunities away from their current place of residence are authorized and encouraged to utilize the referral services.

d. Housing Referral Counseling and Assistance

(1) All personnel reporting to the MHO with a valid housing requirement shall furnish application information and shall be furnished a list of suitable housing units. If restrictive sanctions have been imposed on any properties, the individual shall be provided with a list of the restricted facilities. Each person processed shall be informed that they are not authorized to rent or lease a housing unit which is on the restrictive sanction list. No housing units with restrictive sanctions will be input in the MHO computerized database until the restrictive sanctions have been lifted. This list will be provided to aid individuals who may locate a property by means other than a listing from the MHO. A property not meeting MHO suitability standards will be placed on the non-approved list until the property manager brings the listing up to a suitable standard. Individuals will be counseled that they take specific risks when renting or leasing a unit on the non-approved list.

(2) If the individual requests assistance, the following information shall be provided:

(a) A personalized computer list of rentals or sales, to include but not limited to, the property location, price range, bedroom requirement, and bathroom requirement will be generated from information provided by the applicant.

(b) Assistance in mapping housing units that were generated from the information provided for the personalized

computer listing. In addition, each applicant shall be offered a Class "A" telephone in order to check selected listings.

(c) Each applicant should be counseled concerning the scope of the policy regarding off-Station housing and requested to report their experience in locating suitable off-Station housing in order to determine the effectiveness of the program and to ensure that owners and managers of housing facilities listed with the referral system are providing suitable rentals.

(d) Applicants will be advised on the availability of assistance in resolving complaints with landlords, rights, the desirability of inclusion of a military release clause in all rental contracts and the availability of legal assistance in the review of proposed leases and sales contracts to protect the interest of military personnel.

(3) Applicants displaying interest in home purchase shall be furnished listings of area real estate offices and listings of housing for sale in the local community that have been provided by various real estate offices.

e. Referral Responsibilities

(1) Area Information. The Housing Referral Section shall compile and maintain information concerning schools, churches, shopping facilities, recreational facilities, transportation, emergency services, and other community services in the geographic area and shall assemble this information as handout material to personnel seeking off-Station housing.

(2) Complaints. Complaints regarding off-Station housing problems, other than discrimination, from military personnel or from owners and managers of off-Station housing facilities, must be in writing and will be investigated immediately for validity. Full and complete information shall be obtained from each party concerned and the circumstances evaluated impartially. Preliminary investigation of complaints shall be made by the MHO and mediated whenever possible. The MHO will handle complaints regarding damages, violations of state and local rental laws, leases, rental policies, and other problems associated with housing in the local community. In cases where the MHO receives a request from a landlord regarding debt collection, the person requesting assistance should be

informed that North Carolina General Statute 75-53 precludes a creditor from contacting anyone other than a debtor or debtor's attorney regarding the collection of a debt. No further publication of the debt will be made by the MHO. The service member who has filed a complaint with the MHO regarding off-Station housing issues that cannot be resolved will be referred to the Joint Law Center, Building 219, for assistance. All housing-related discrimination complaints shall be forwarded to the Housing Director, in writing, utilizing a Housing Referral Complaint Form for immediate and impartial review. The Housing Referral Complaint Forms are available in the Housing Department. The Housing Director shall forward the complaint to the Station Inspector for appropriate action as outlined in reference (c) and will provide information, if required, to the Equal Employment Opportunity Officer located adjacent to the Housing Department in Building 286 on the corner of "4th" and "D" Streets.

(3) Inspections. Inspections are conducted on rental properties for the protection of military families moving into the community. All properties listed in the MHO computerized database should be inspected for suitability standards based on habitability and environmental conditions. When a property is unsuitable for occupancy by military families, it will be removed from the MHO computerized database and be placed on the non-approved list until necessary corrective action has been taken by the property manager. Refusal of a property manager to take corrective action will result in permanent removal of the listing from the MHO computerized database and permanent placement on the non-approved list.

(4) Community Liaison. Close community contact and liaison are required. Continuous liaison should be maintained with local community offices, officials and organizations which have an interest in community housing. Every effort shall be made to publicize the need for housing in the community on the basis of availability to all military personnel. Contacts should include, but not be limited to, real estate boards, fair housing boards, representatives of the Federal Housing Administration (FHA), and Veterans Administration (VA).

f. Standards of Conduct

(1) All military and civilian personnel assigned, attached to, or employed in the MHO are cautioned to have no

business associations or financial interests which might cause any suspicion of partiality.

(2) All military and civilian personnel connected with MHO activities are cautioned to avoid any action, whether or not specifically prohibited, which might result in or create the appearance of:

(a) Using public office for private gain;

(b) Giving preferential treatment to any person or housing facility;

(c) Making a government policy decision outside official channels;

(d) Adversely affecting the confidence of the public regarding the integrity of the government.

5. Administration and Logistics. All Commanding Officers shall ensure that all inbound personnel with PCS orders or Temporary Additional Duty (TAD) orders report to the MHO as part of their procedures prior to executing any commitment for housing. Commanding Officers shall ensure that military personnel authorized to reside in off-Station housing meet qualification standards as promulgated by applicable Wing and Station instructions; i.e. drawing Basic Allowance for Housing (BAH) Own Right. Commanding Officers shall ensure that all single personnel who elect to reside in off-Station housing at their own expense and those personnel who marry and are authorized BAH for dependents, report to the MHO for counseling before making any off-Station rental lease agreement.

6. Command and Signal

a. Command. The Commanding General, 2d Marine Aircraft Wing, the Commanding Officers, Fleet Readiness Center East, Combat Logistics Company 21, 12th Dental Company concur with the contents of this Order insofar as it pertains to members of their commands.

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b. Signal. This order is effective the date signed.

A handwritten signature in black ink, appearing to read "Robert D. Clinton". The signature is fluid and cursive, with a large initial "R" and "C".

ROBERT D. CLINTON  
By direction

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