



Public Private Venture (PPV) Housing Plain Language Brief

Tenant Welcome and Orientation



MCAS Cherry Point Military Housing Office

Marine Corps Installations Command (MCICOM)



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Welcome!

*The **Military Housing Office (MHO)** welcomes you to **MCAS Cherry Point, NC**. Our mission is to provide the highest quality of services to our military, family members, and eligible civilian families seeking on-base, privatized housing or off-base referral advice and assistance in order to promote the readiness, sustainment, and quality of life of all associated with MCAS Cherry Point.*



- This brief is an introduction to your MHO and HMC and includes your rights and responsibilities as a tenant.
- Your PPV Partner, **Hunt Military Communities (HMC)**, is a privatized company that owns and manages your rental property. The MHO, your government point of contact (POC), will assist you with any housing concerns and serves as your housing advocate.
- HMC requires you to obtain renters' insurance as a condition of your occupancy. Renters' insurance helps protect you and your belongings. Additional information on renters' insurance is found within this brief and is available from your MHO upon request.

Contact Information

MHO Contact Information	HMC Contact Information
Street Address: <i>BLDG 496, Madison Drive, MCAS Cherry Point, NC 28533</i>	Street Address: <i>102 Bern Street, Havelock, NC 28532</i>
Phone: <i>(252) 466-2732</i>	Phone: <i>(252) 501-2511</i>
Website: <i>www.cherrypoint.marines.mil/Offices/Housing/Family-Housing-Office</i>	Website: <i>www.cherrypointfamilyhousing.com</i>
Social Media: <i>facebook.com/MCASCherryPoint</i> <i>Twitter.com/MCASCPA</i> <i>Instagram.com/mcas_cherry_point</i> <i>Flickr.com/photos/mcas_cherry_point</i>	Social Media: <i>Facebook.com/cherrypointfamilyhousing</i> <i>Instagram.com/cherrypointfamilyhousing</i>
Email: <i>chpt.fac.housing.smb@usmc.mil</i>	Email: <i>marketingcphfh@huntcompanies.com</i>

MHO Services and Responsibilities

Installation Commander:
Colonel Timothy R. Drieslein

Installation Housing Director:
Mr. Christopher Singletary

The MHO is here to assist you with:



Advocacy on your behalf with HMC



Applications for service members seeking referrals to live in family housing



Home referral services for off-base community housing



Fair Housing Act concerns or complaints



Assistance during move-in, move-out, and other inspections performed by HMC at resident's request



MHO contact for next duty station



Housing questions and concerns



Assistance in the dispute resolution process

HMC at MCAS Cherry Point

HMC housing provides benefits that are not typically offered in community rentals:

- Rent cannot exceed the basic allowance for housing (BAH) with-dependents rate
- No upfront costs, including application fees, for Service Members
- No credit history or salary requirements
- Basic utilities are included with rent



HMC Project

HMC provides benefits that are not typically offered in community rentals:

- ***Rent cannot exceed BAH w/dependent rate***
- ***No upfront costs, including application fees***
- ***No credit history or salary requirements***



HMC

- ***Our homes, provided by HMC, include the best in-home features and property wide amenities, including fitness centers, playgrounds, swimming pools, and community centers***
- ***There are multiple floor plans to choose from, including two-, three-, and four-bedroom options to support your lifestyle***

Understanding Your Lease

Tenants must accept and sign the HMC lease with DoD approved language. The lease includes tenant's rights and responsibilities. The resident handbook is considered part of the lease.

Face-to-face lease signing is available and encouraged, especially if the tenant has questions. DocuSign is the recommended electronic signing option.

In addition to the lease itself, the PPV lease includes several addenda:

- **Mold & Mildew** – Education of mold & mildew
- **Pet Addendum** – Two pet maximum with \$250 refundable pet deposit
- **Amenities Addendum** – For use of community amenities
- **Bed Bug Addendum** – Education of bed bugs
- **Key Addendum** – Key responsibility and charges
- **Move-Out Charge Addendum** – Costs of common move-out charges
- **Permission to Enter Addendum** – Permission for PPV to enter home
- **Satellite Dish Addendum** – Policy for installing a satellite dish
- **Washer & Dryer Addendum** – Policy for washer & dryer related damages
- **Weapons Addendum** – Registration requirements
- **Window Safety Addendum** – Education of window safety

It is important to read through and understand what you are signing. If you have questions about your lease, please contact HMC.

Pet Policies and Deposit

Your lease permits you to own two pets. Acceptable pets include any combination of dogs, cats, fish, and birds. Reptiles, birds of prey, exotic animals and farm animals are not permitted.

Restricted dog breeds include American Pit Bull Terrier, Staffordshire Terrier, American Staffordshire Terrier, Staffordshire Bull Terrier, Rottweiler, Wolf and Wolf Hybrids, and any mixes of these breeds.

Ensure your pets are registered with the on-station veterinarian, and registration paperwork must be provided to your HMC Community Center within 5 days.

Residents are responsible for their pets at all times.



Pet Deposit

- ***\$250 flat, refundable deposit***
- ***The deposit is due at time of move-in and can be paid on the HMC app.***
- ***The pet deposit can only be used for pet damages assessed at your move-out inspection.***
- ***Any money not utilized on pet damage will be refunded after you move-out.***
- ***The pet deposit is not applicable to service animals.***

Tip: If you have pets, ensure your renter's insurance policy covers pet damage.

Tenant Responsibilities

Per your lease, you have several responsibilities to fulfill:



Report in a timely manner any apparent environmental, safety, or health hazards of the housing unit to the landlord and any defective, broken, damaged, or malfunctioning building systems, fixtures, appliances, or other parts of the housing unit, the common areas, or related facilities



Read all lease-related materials provided by the landlord and to comply with the terms of the lease agreement, lease addendums, and any associated rules and guidelines



Allow the landlord reasonable access to the rental home in accordance with the terms of the tenant lease agreement to allow the landlord to make necessary repairs in a timely manner



Read and follow all local policy, to include those on personal protection/safety and security/firearms; insurance; facility use and services; visitors and guests; parking; additional local policies



Conduct oneself as a tenant in a manner that will not disturb neighbors, and to assume responsibility for one's actions and those of a family member or guest in the housing unit or common areas



Renters' insurance is a responsibility of the resident, and is mandated by the PPV Partner as a condition of your occupancy



Do not engage in any inappropriate, unauthorized, or criminal activity in the housing unit or common areas



Maintain standard upkeep of the housing unit as instructed by the PPV housing management office and MHO



You are responsible for your animals at all times. Residents are responsible for all animal damage to their home or common spaces



Residents are responsible for keeping their home clean and in good order

What to Expect: Move-In and Move-Out

MOVE-IN

The Resident:

- ✓ Tours the home for quality
- ✓ Accepts home and terms of lease
- ✓ Signs a lease

HMC provides:

- ✓ Walk-through tour of your home
- ✓ Move-in inspection with checklist
- ✓ Lease signing and answers to questions
- ✓ Keys
- ✓ A survey asking about your move-in experience

MHO provides:

- ✓ Plain Language Brief and answers to housing policies/questions
- ✓ MHO Representative at your move-in inspection
- ✓ Follow-up to check-in with you (15 and 60 day)
- ✓ Support to resolve any unresolved concerns at move-in

MOVE-OUT

The Resident:

- ✓ Provides a minimum of 30-day notice to vacate to HMC
- ✓ Returns the home in good condition

HMC provides:

- ✓ An inspection prior to move-out to assess the condition of your home utilizing the move-in inspection checklist
- ✓ Appropriate maintenance services and speedy issue resolution
- ✓ A final determination of any damages or repairs and associated costs
- ✓ A move-out survey for you to provide feedback

MHO provides:

- ✓ Provides answers to questions and issue resolution process
- ✓ MHO representative at move-out inspection
- ✓ PCS assistance and MHO contact for your next location
- ✓ Support on any issues

Renters' Insurance Overview

As a condition of occupancy, HMC requires you to purchase renters' insurance. If you are unable to provide documentation, the Partner reserves the right to penalize you through additional charges.

*Renters' Insurance is **NOT** part of the rent you pay to HMC and does not come out of your BAH.

What is renters' insurance?

Renters' insurance is a policy which protects:

- You and your personal property against damage and/or loss
- You from personal liability (i.e., financial loss) due to damage to the rental property associated with your actions
- Someone that is injured while on the rental property you are occupying



Renters' insurance will reimburse you for personal property destroyed by a fire. If you accidentally set fire to someone else's property, the personal liability provision will help reimburse the cost of their damaged belongings.



Renters' insurance typically protects items stolen after a break-in at your rental property, or even items stolen outside of your rental.



Damage to your possessions from a burst water pipe is typically covered under renters' insurance.



Personal liability coverage is part of a standard renters' insurance policy. It may help pay for another person's medical bills if you're found legally responsible for their injuries.

Tips for Renters' Insurance

For more information on renters' insurance, ask your MHO for a copy of the **Tenant Guide to Renters' Insurance**. The MHO can assist you with general questions, while the Legal Services Support Section (LSSS) will assist you in understanding different policies.



The National Association of Insurance Commissioners indicates the average renters' insurance policy costs between **\$15 to \$30 per month**.
**Cost may vary depending on your location, choice of deductible, and coverage amounts.*



Make sure you know what your policy covers. Insurance terms and conditions vary by provider. Be sure to read your insurance policy carefully to understand what may or may not be covered. For example, a liability policy may not cover structural damage from personally owned appliances.



Renters' insurance is widely accessible and may be available through your car insurance company. Make sure to ask about any discounts and bundling options.



Don't Waive the Liability Coverage! Your insurer will help cover the costs if you're held responsible for injuring another person or damaging another person's property, including your rental property. The typical renters' insurance policy offers \$100,000 in liability coverage.

Resident Energy Conservation Program (RECP)

*RECP is a PPV Housing Program that promotes energy conservation through personal awareness and responsibility. The program was temporarily suspended in February 2020 to address tenant concerns. All services are working with DoD to improve RECP. **HMC has not elected to implement RECP at MCAS Cherry Point at the current time; however, the program may return in the future.***



How the Program Works

- Each home is metered for utilities. You are to encourage conservation, and tenants receive a monthly statement to inform them of their usage.
- BAH/rent includes an amount for utilities.
- Average utilities usage is determined by house type.
- Tenants that use more receive a bill for the amount over “average” usage, and if they use less, they receive a credit for the amount conserved.

Maintaining Your Home

Please be aware of local guidance and report maintenance issues immediately to HMC.



- Promptly clean kitchen counters and dispose of food debris
- Keep food in air-tight containers
- Clear outside doorways and windows of leaves and dirt



- Check your toilets and faucets for leaks
- Use exhaust fans in bathrooms and laundry rooms
- Report leaks and maintenance issues immediately
- Check drains and keep them clear



- Check your filters per directions by HMC
- Clean and monitor major appliances
- Check and change batteries for smoke/CO detectors per directions by HMC

Window Safety Tips

Windows are among the top 5 hidden hazards in the home. Before opening a window, know the risks they pose to children.

Window Safety Tips

- All windows above the first floor should have a *Child Fall Hazard* warning sticker.
- Do not rely on screens to prevent a window fall.
- Only open windows that are out of reach if you need ventilation.

Child Safety Tips

- Encourage children to play in the center of the room and away from open windows.
- Keep close attention to furniture or anything children can climb near open windows.



*HMC and MHO are currently working towards installing safety measures to windows with sill heights of **24 inches or lower** in homes. **Windows with sill heights higher than 24 inches may not have secondary safety devices.***

Maintenance Issues

How to Report Maintenance Issues

- Report maintenance issues (maintenance emergencies, trouble calls, safety concerns, compliance issues) right away by contacting HMC.
- For emergency and urgent maintenance, call **(252) 501-2511, Option #1.**
- For routine maintenance, submit your request via the app or resident portal.
- Download the App: **Hunt Military Communities app**

Submitting and Tracking Work Orders

- *Work orders can be submitted to HMC by phone, through the resident portal, or through the app.*
- *Work orders are assigned to a qualified technician for response and action.*
- *Maintenance technician updates the work orders electronically while in the home. When work is complete, you will receive an email confirmation and a survey to provide your feedback.*
- *If follow-up work is required, the Work Order Coordinator will provide regular updates.*
- *Work orders can be tracked electronically in the resident portal.*

Contact HMC if you have concerns about maintenance, work orders, repairs, or services.

Types of Service Calls

Type of Service Call	Description	Examples	Response Time
Emergency	<ul style="list-style-type: none"> • Critical safety, life threatening issues • Resident with a medical requirement for stable temperature levels 	<ul style="list-style-type: none"> • Gas leaks • Fire • Power outage • Sewage back-up • Flood • No toilet available for use • Refrigerator inoperable 	<ul style="list-style-type: none"> • 1 hour to respond • 24 continuous hours to EHS completion. (follow on work can be longer) • Available 24/7/365
Urgent	<ul style="list-style-type: none"> • Habitability issues 	<ul style="list-style-type: none"> • Broken window • Garage door inoperable • Kitchen sink back-up • Lights flickering or non-working light-fixtures • Presence of mold/mildew 	<ul style="list-style-type: none"> • 4 business hours to respond • 48 continuous hours to completion. (follow on work can be longer)
Routine	<ul style="list-style-type: none"> • Convenience • Unit care issues 	<ul style="list-style-type: none"> • Single burner inoperable • Repair screens • Light bulb replacement 	<ul style="list-style-type: none"> • 2 business days to respond • 5 business days to complete work

Tenant Bill of Rights

In 2020, laws were passed to assure HMC military residents' basic rights. MHO will provide residents with a full Tenant Bill of Rights for review.



A written lease with clearly defined rental terms



A housing unit and a community that meets applicable health and environmental standards



Management services that meet or exceed industry standards



Standardized documents, forms, and processes



To report issues with habitability of the housing unit to the Landlord, the chain of command, and housing management office without fear of reprisal or retaliation



Access to an electronic work order system



Consistently honest, accurate, straightforward, and responsive communications



Sufficient time and opportunity to prepare and be present for move-in and move-out inspections



Right to withhold rent until disputes are resolved



Access to a dispute resolution process for housing issues



A plain-language briefing by the installation housing office on all rights and responsibilities before signing a lease and 30 days after move-in



Working fixtures, appliances, and utilities



Right to forgo non-refundable fees



Access to a Military Tenant Advocate or a military legal assistance attorney



Prompt and professional maintenance and repair



Reasonable advance notice of any entrance to the home



Advice from military legal assistance on resolving disputes



Access to seven years of maintenance history

Dispute Resolution Process Overview

Active-duty Service Members and their families living in HMC housing have access to the dispute resolution process (DRP), ensuring prompt and fair resolution for housing issues. Your MHO serves as your advocate throughout the informal and formal DRP.

You can initiate the DRP to address lease and property issues such as:



The DRP has two components – an informal process and a formal process:

Informal DRP

The informal DRP is a process in which you work directly with the HMC Property Manager to resolve your dispute. HMC has the opportunity to address your concerns at all management levels.

Formal DRP

The formal DRP is a standardized, objective process that allows for independent investigation to settle the dispute. The full process takes 30-60 days.

Informal Dispute Resolution Process

The Dispute Resolution Process starts with an informal process of communication between you and HMC's Property Manager (PM). The informal DRP is the first step you should take to resolve your lease and property concerns.



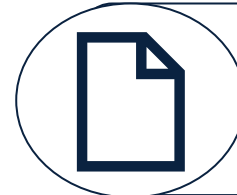
If you find a problem at the property where you currently reside, contact your HMC PM so they can take steps to properly resolve the issue.



Elevate to HMC's Regional Manager if the action taken is unsatisfactory.



If HMC's PM or Regional Manager does not resolve the issue, contact the MHO and inform them of the problem at your property. The MHO may investigate the issue.



If you are not satisfied that your housing issue has been resolved, your MHO will provide you with the Request Form for DRP, initiating the Formal Dispute Resolution Process.

Formal Dispute Resolution Process

You **must** attempt to resolve your issue through the informal DRP before you can initiate the formal DRP.



1. Complete the Request Form

Complete the Request Form and submit it to the MHO, who will validate the form



2. Participate in the Inspection

If your issue is an unresolved property concern, the MHO will schedule an inspection with you and your PPV Partner



3. Cooperate with the Investigation

The Independent Investigator will review all records and conduct interviews as necessary



4. Recommended Action Issued

Send recommendation to Regional Commander. If you disagree with the Commander's recommendation, submit a rebuttal



5. Final Decision Issued

Regional Commander will consider your rebuttal and provide you a final decision on the dispute

Completing the Request Form

You can obtain the Request Form from your MHO. You must fill out the form in its entirety. The MHO will determine your eligibility

Request Form for Dispute Resolution Process
Directions: You must complete this form in its entirety to initiate the Formal Dispute Resolution Process. Submit this form to your local Military Housing Office (MHO) and reach out for any additional information. Your local MHO will contact you within two business days regarding their decision and next steps.

1. Tenant Name (Last, First): _____

2. Premises Address (Street, City, State, Zip): _____

3. Tenant Contact Information:
a. Phone # (Home Cell) _____
b. Email _____

4. Owner Company Name: _____

5. Owner Contact Information:
a. POC Name (Last, First) _____
b. Phone # (Home Cell) _____
c. Email _____

6. Statement describing the dispute and prior efforts to resolve it (including supporting documentation):

7. Rent Segregation Request. Tenant hereby requests segregation of Tenant's future Rent payments as of the date set forth below.
 Tenant requests full Rent segregation in the amount of \$ _____ per month
OR
 Tenant requests partial Rent segregation in the amount of \$ _____ per month.

8. Name and signature of Tenant confirming they have sought resolution through, and completed, the informal resolution process procedures set forth in Section 9 of the Lease agreement.
Name: _____ Date: _____
Signature: _____

To explore the DRP further, please visit the Marine Corps MHO Website (<https://bit.ly/3n2zyGe>)

Connect with the Cherry Point MHO



<https://www.cherrypoint.marines.mil/Offices/Housing/Family-Housing-Office/cherry>



<https://www.facebook.com/MCASCherryPoint/>



<https://www.twitter.com/MCASCPA>



https://www.instagram.com/mcas_cherry_point/



<https://www.youtube.com/user/mcascppa>



For information on Marine Corps Housing policies, visit:
<https://bit.ly/3n2zyGe>