



Public-Private Venture (PPV) Mandatory PPV Housing Resident In-Brief

MCAS Cherry Point, NC
Military Housing Office



Welcome



*The Military Housing Office (MHO) welcomes you to **MCAS Cherry Point, NC***

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.



The MHO is employed by the Marine Corps to assist and advocate for Service Members and their families on any housing concerns.



The installation Housing Director, manages the MHO and reports directly to the installation Commanding Officer.



Atlantic Marine Corps Communities (AMCC), also referred to as Private-Public Venture (PPV), is the privatized company that owns and manages family housing at this installation.



The MHO is here to be your advocate with any AMCC concerns and can also assist with government documents.



PPV Partnership



The installation leadership and AMCC partners share a productive relationship to provide high quality housing.



Installation Commanding Officer: Colonel Mikel R. Huber



Installation Housing Director: Mr. Michael McGee



Atlantic Marine Corps Communities (AMCC), as the property manager, is the initial primary contact for maintenance, repairs, concerns, rent/billing issues.



Shared Housing Office

AMCC Leasing and the Military Housing Office (MHO), share office space for your convenience. Location: Bldg. 496, Madison Drive, MCAS Cherry Point



Table of Contents



- MHO Services and Contact Information
- AMCC Contact Information
- What to Expect: Move-in and Move-out
- Tenant Bill of Rights
- Understanding Your Lease
- Resident Energy Conservation Program (RECP)
- Solar Panels and RECP
- Tenant Responsibilities
- Maintaining Your Home
- How to Report Maintenance Issues
- Types of Service Calls
- Tracking Maintenance/Work Orders
- 3-Step Resolution Process
- Dispute Resolution Process
- Local Information
- Connect With Marine Corps Housing



MCAS Cherry Point, NC

Military Housing Office

The MHO provides various services to all service members and their families.



The MHO can assist with:

- Referral services for off-base housing, MHO contact for next duty station.
- Fair Housing Act concerns or complaints
- Cost savings and relief programs
- Housing questions and concerns
- MHO staff will be present during move-in, move-out, and other inspections performed by PPV
- Housing advocate in the 3 step issue resolution process
- Advocacy on your behalf for any concerns you may have



MHO Contact Information:

- Location: Bldg. 496, Madison Drive
- Phone: (252) 466-2732
- Email: chpt.fac.housing.omb@usmc.mil
- Website:
www.cherrypoint.marines.mil/Offices/Housing/Family-Housing-Office
- Social Media:
facebook.com/MCASCherryPoint
twitter.com/MCASCPA
instagram.com/mcas_cherry_point/
flickr.com/photos/mcas_cherry_point



AMCC at Cherry Point

Marine Corps Privatized Housing is one of many choices Service Members have to meet their housing needs.



The Marine Corps originally privatized family housing units with the goal to improve the quality of housing for families.



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

- Rent cannot exceed BAH with dependent rate.
- No upfront costs including application fees.
- No credit history or salary requirements.



Cherry Point changes your military living experience by providing you with the best living experience in Havelock, North Carolina and the Marine Corps Air Station. Atlantic Marine Corps Communities are built with you in mind. From our prime, convenient location, to our vast array of features and community perks, each detail blends into the ideal community living experience. We have multiple floor plans to choose from including spacious two-, three-, and four-bedroom options to support your lifestyle.



Our homes, provided by Atlantic Marine Corps Communities, include the best of in-home features and property-wide amenities. Enjoy all our community has to offer including fitness centers, playgrounds, swimming pool and community centers, allowing you and your family to have fun right at your fingertips. The communities offer a variety of great activities, including resident events, providing you the opportunity to get to know your community and neighbors. Make your home even more comfortable by bringing your pets. We have multiple dog parks with dog stations located throughout our community.



AMCC Contact Information

The contact information of the PPV can be found below.

**Slocum Village/Nugent Cove/Binder
Oaks Community Office**

102 Bern Street, Havelock, NC 28532

**Grants Landing/Lawson Village
Community Office**

494 Wilson Dr. Havelock, NC 28533

Leasing Office

Bldg. 496 Madison Drive
Havelock, NC 28532

**STREET
ADDRESS**



**Slocum Village/Nugent Cove/
Binder Oaks Community Office**

(252) 463-8420

**Grants Landing/Lawson Village
Community Office**

(252) 463-8411

Leasing Office

(888) 883-0980

Maintenance Dept.

(877) 509-2424

PHONE



cp.atlanticmcc.com

WEBSITE



facebook.com/atlanticmcc

**SOCIAL
MEDIA**



marketing@atlanticmcc.com

EMAIL





What to Expect: Move-In and Move-Out

MOVE-IN

The Resident:

Tours the home for orientation, quality, safety features and requirements.

Accepts home and terms of the Lease Agreement, Addendums, and Community Policies and Guidelines.

Completes the Move In survey to provide feedback of the Move In experience.

PRIVATE PARTNER provides:

Conducts a Move In inspection to include an orientation of the home with safety features and requirements.

A Move In checklist to document the condition of the home at the time of the Move In experience. A copy of the checklist will remain with the resident for 5 days to allow for additional documentation by the resident. This is due to the Community office at the commencement of those 5 days.

Lease signing and a thorough explanation of the terms of the Lease Agreement, Addendums, and Community Policies and Procedures.

Keys and Remotes to the home.

A Move In survey to provide feedback of the Move In experience.

MHO provides:

Plain Language Brief and answers to housing policies/questions (1 and 30 day).

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.



What to Expect: Move-In and Move-Out

MOVE-OUT

The Resident:

Provides a 30-day Notice to Vacate signed at the Community Office.

Returns the home to AMCC in a clean presentable condition to include returning all keys and remotes to the home.

Is responsible for all damages to their home caused by the abuse or negligence of family members and guests. This includes a loss or damage caused by pets. Only normal wear and tear is acceptable.

PRIVATE PARTNER provides:

An optional Preliminary inspection prior to move-out to assess the condition of your home for the convenience of families who have questions or believe they may incur damage or cleaning costs.

A Move Out guide to assist in preparing the family and home for the final inspection.

A Move Out inspection using the move-in inspection checklist, service order history, and preliminary inspection as a guide to identify damages above normal wear and tear as well as additional cleaning needed.

A final determination of any damages or repairs and associated costs to include collection of any balance due.

A Move Out survey to provide feedback regarding your experience with Atlantic Marine Corps Communities.

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.



Tenant Bill of Rights

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



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



Working fixtures, appliances, and utilities



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



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

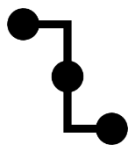


A written lease with clearly defined rental terms



Tenant Bill of Rights

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



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 a Military Tenant Advocate or a military legal assistance attorney



Management services that meet or exceed industry standards



Consistently honest, accurate, straightforward, and responsive communications



Tenant Bill of Rights

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



Access to an electronic work order system



Reasonable advance notice of any entrance to the home



Prompt and professional maintenance and repair



Standardized documents, forms, and processes



Understanding Your Lease



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

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

- **Pet Addendum** – Pet ownership is a conditional privilege extended to Residents in the community who meet the conditions. Only two pets, dog(s) and/or cat(s), are allowed per home.
- **Satellite and Antenna Addendum**– Conditions on installing such equipment.
- **Construction and Relocation Rider**– Provisions and requirements if and when applicable to the Community.
- **Mold and Mildew Addendum**– Prevention and reporting, and documentation requirements.
- **Asbestos Disclosure**- Education and documentation requirements.
- **RECP Addendum**- Resident Energy Conservation Program.
- **Lead Based Paint Addendum**- Education and documentation requirements.
- **Permission To Enter**- Service Request access preference.

You may also be asked to sign additional addendums:

- **Electronic Lease Acknowledgement**– AMCC Lease Agreement is completed in an electronic format. You have the right to request a paper format from AMCC.
- **Community Guidelines and Policies**–Resident acknowledges that Community is available Guidelines and Policies handbook for review on the Atlantic Marine Corps Communities (AMCC) website, www.atlanticmcc.com. This handbook can be found under *Residents>Resident Resources*.
- **Resident Safety**- Safety Guidelines and Recommendations
- **Acknowledgement of Changes to Lease Term-Renters Insurance**– Resident acknowledges that Landlord is not providing any renters insurance in connection with this lease.
- **Tree Swings Acknowledgment**– Tree swings of any kind are not allowed.
- **Discount Acknowledgment**-Promotional, only if applicable at time of offer.

It is important to read through and understand what you are signing. If you have questions, contact the MHO.



Renters Insurance Overview

*It is **strongly encouraged** to purchase renters insurance to make sure valuable items can be replaced in case of loss due to unforeseen circumstances*

**Renters Insurance is NOT part of the rent you pay to the PPV partner*

What is renters insurance?

A group of coverages designed to help protect renters and their belongings against certain risks. Renters insurance protects your personal property against damage or loss and protects you in case someone is injured while on your rental property

Why purchase renters insurance?

Your property manager's insurance doesn't cover your personal property if it is stolen or damaged as a result of a fire, theft, or other unexpected circumstances. If you want to protect your personal belongings, purchase a renters insurance policy



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

It is strongly encouraged to purchase renters insurance to make sure valuable items can be replaced if lost due to unforeseen circumstances. The Legal Services Office and MHO on the installation can assist you in understanding different policies



The National Association of Insurance Commissioners quotes the average insurance policy at **\$15-\$30 per month** *Cost may be higher or lower depending on your location, choice of deductible, and coverage limits



- **Actual Cash Value Coverage policies:** Pays what the property was worth at the time of damage
- **Replacement Cost Coverage policies:** Reimburse you for the amount it will cost to replace an item with a new one of like kind and quality



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



Consider 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 property manager's. The typical renters insurance policy offers \$100,000 in liability coverage



Resident Energy Conservation Program (RECP)

The NDAA temporarily suspends the RECP in 2020. Residents will continue to receive statements, but no payments are required. Residents will be notified when RECP returns.

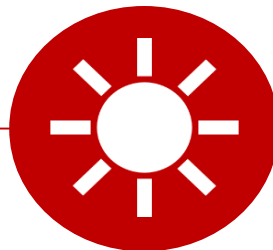
- PPV partners are ensuring that all homes have accurate meters
- Basic Allowance for Housing (BAH)/Rent includes an amount for utilities
- “Average” utilities usage is determined by house type
- Residents that use more will receive a bill for the amount over “average”
- Residents that use less will receive a credit for the amount conserved
- EFMP families with special needs may be exempted with Commanding Officer approval
 - Wounded Warriors are exempt upon request
- See the provided RECP flyer included with this brief for more information

Visit cp.atlanticmcc.com/resident-resources for detailed information about RECP.



Solar Hot Water heat Systems

Solar panels help reduce the cost of electricity for the PPV project, making more funds available to reinvest in better homes and neighborhoods.



- Solar power is an environmentally clean way to produce electricity and helps meet Marine Corps energy conservation targets.
- The system utilizes a solar collector to harness the power of sunlight for heat transfer to water as it is circulated through the system. This in turn saves electricity by utilizing the sunlight.
- The purpose of RECP is to reduce Americas dependence of foreign oil through energy conservation and conserve resources for a sustainable environment.
- The savings is an additional benefit to the partner and the military by reducing the cost of electricity.
- The rooftop solar helps reduce project operating costs making more funds available for the project company to reinvest into improved housing and neighborhoods.



Tenant Responsibilities

Per your lease, as a tenant 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.



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



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.



Not engage in any inappropriate, unauthorized, or criminal activity in the housing unit or common areas.



Tenant Responsibilities

Per your lease, as a tenant you have several responsibilities to fulfill.



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



Renters insurance is a responsibility of the resident, and is strongly encouraged to protect your belongings and prevent financial hardships.

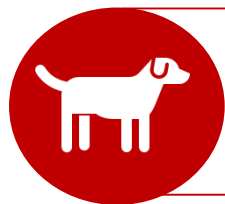


Residents are responsible for keeping their home clean and in good order.



Tenant Responsibilities

Per your lease, as a tenant you have several responsibilities to fulfill.



You are responsible for your animals at all times. Residents are responsible for all animal damage to their home and/or common spaces. Residents are required to pick up pet waste immediately in and around their homes and common areas.



Please review the Lease Agreement and Resident Guidelines and Policies for additional required responsibilities. This is located on cp.atlanticmcc.com/resident-resources



Maintaining Your Home

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



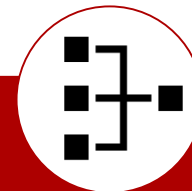
Prevent Pests

- Clean kitchen counters and dispose of food debris daily.
- Keep food in air-tight containers.
- Keep all doorways and windows free of debris and tight weather seals.
- Contact maintenance for treatment when activity is found inside the home.



Prevent Mildew, Moisture, Mold

- Report all leaks and water intrusion issues immediately. Always run exhaust fans while bathrooms and laundry rooms are in use.
- Clean all rooms and surfaces regularly.
- Set thermostat fan to the auto position.



Prevent Damage to Appliances and Systems

- Change HVAC filters every 30 days.
- Clean and monitor major appliances.
- Test smoke/CO detectors monthly. Contact maintenance immediately with any inoperable detectors



Maintaining Your Home

- Prevent Pests
 - Promptly clean kitchen counters and dispose of food debris
 - Keep food in air-tight containers
 - Clear outside doorways and windows of leaves and dirt
- Prevent Mildew, Moisture, Mold
 - Check your toilets and faucets for leaks
 - Use exhaust fans in bathrooms and laundry rooms
 - Report leaks and issues immediately
 - Check drains and keep them clear
- Prevent Damage to Appliances and Systems
 - Check your filters
 - Clean and monitor major appliances
 - Check and change batteries for smoke/CO detectors
- Report Maintenance Issues Immediately!



How to Report Maintenance Issues



- Contact AMCC: Report maintenance issues right away
 - Maintenance emergencies
 - Trouble calls
 - Safety concerns
 - Resident compliance issues
- Any and All service requests, call the Maintenance Department: (877) 509-2424
- For routine requests you have the additional option to use the Resident Portal:
The resident portal can also be used to track the status of your work order.

cp.atlanticmcc.com/resident-portal

- Download the App:
On the Apple Store or
Google play



To register search for Atlantic Marine Corp Communities Cherry Point / 102 Bern St. (all of them show up, need to take specifically to the Cherry Point location) Must enter the primary email address and service member/ or lease holders first and last name.

**The MHO is available to assist you with concerns you may have regarding
maintenance, work orders, repairs or services
(252) 466-2732**



Types of Service Calls

Type of Service Call	Examples	Response Time *Depending on Parts
Emergency: Immediate danger to life, health or safety. Failures or deficiencies that are an immediate danger or health hazard to resident. A breakage, stoppage or loss of equipment for which life or property may be endangered if repair is not accomplished.	Breaks in water, wastewater or gas lines, gas leaks, utility outages, door or windows that cannot be secured, breaks in water line that cause loss of water supply.	<ul style="list-style-type: none"> 30-minute to 1-hour from initial call Available 24/7/365
Urgent: Failures or deficiencies that are not an immediate threat to health or safety of residents and do not threaten damage to property.	No heat/AC (<60 outside or >85), garage door inoperable, faucet running, lights flicker, one toilet inoperative, mold-mildew visible, stove inoperable.	<ul style="list-style-type: none"> 4-hour response from initial call
Routine: Failures or deficiencies that do not immediately endanger residents or property.	Cool >60 for heat, Warm >85 for AC, switch plate cracked, toilet runs, repair screens, specialty light bulb replacement.	<ul style="list-style-type: none"> 24 working hour from initial call



Tracking Maintenance/Work Orders

- Service Orders are submitted in one of the following ways:
 - Called in directly to the Maintenance Department: (877) 509- 2424.
 - Through the Resident Portal: cp.atlanticmcc.com/resident-portal
 - Submitted through the app: RENTCafe Resident App
- The Service orders are assigned to a qualified technician for response and action.
Residents receive an email confirmation that their service order was created and scheduled.
- The Maintenance technician updates the service 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 Service Order Coordinator will provide regular updates.*
- *Service orders can be tracked electronically in the Resident Portal*



Issue Resolution Process

Report your issue by following the steps below. Also, you can always contact your chain of command with housing issues.

Step 1

Contact AMCC and allow them to address your concerns which initiates the 3-step resolution process.

Step 2

If you are not satisfied, report your concerns to PPV Regional Manager, Kathleen Chapman 252-463-8431.

Step 3

If the issue is still unresolved, report your concerns to the MHO Advocate and MHO Director, Michael McGee 252-466-2732 .

Additional resources include MCAS Cherry Point Legal Service Support
<https://www.mcieast.marines.mil/Staff-Offices/Legal-Services-Support-Section-East/LSSTCP/> 252-466-2361

and, in cases of health concerns, your Primary Care Physician



3 Step Issue Resolution Process

HOW CAN WE HELP?

FAMILY HOUSING RESOLUTION PROCESS

EVERY RESIDENT SUGGESTION, CONCERN, OR COMPLAINT IS IMPORTANT.
IF YOU ARE NOT SATISFIED WITH ANY SERVICE, WE HAVE A
THREE-STEP ISSUE RESOLUTION PROCESS:

STEP 1
IDENTIFY ISSUE

AMCC
24 HR
(252) 463-8432
amcchavelock.residentportal.com

STEP 2
INCOMPLETE OR NOT SATISFIED, CONTACT MANAGEMENT

AMCC PROPERTY MANAGER
0800-1700
(252) 463-8431

STEP 3
ISSUE UNRESOLVED

FAMILY HOUSING
MON-FRI
0730-1630
(252) 466-2732
www.cherrypoint.marines.mil/offices/housing/family-housing-office

FAMILY HOUSING COMMUNITY OFFICES

<p>SLOCOM, NUGENT COVE, BINDER OAKS 102 BERN ST., HAVELOCK 252-463-8432 0800-1700 MON-FRI</p>	<p>GRANTS LANDING, LAWSON 494 WILSON DR., CHERRY POINT 252-463-8410 0800-1700 MON-FRI</p>
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ALL COMMUNITY OFFICES ARE AVAILABLE ON SATURDAYS 0900-1500 AT THE SLOCUM COMMUNITY CENTER
You can also provide feedback on the Interactive Customer Evaluation (ICE) System at ice.disa.mil

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Dispute Resolution Process Overview



As one of your rights in the Tenant Bill of Rights, the dispute resolution process (DRP) ensures that you are guaranteed a prompt and fair resolution for housing issues. The DRP has two components: an informal process and a formal process

1

Informal DRP

- If you notice an issue at your property, contact your property manager to resolve it
- ***You are encouraged*** to utilize the informal process as your housing issue will be resolved in an efficient manner

2

Formal DRP

- You must first attempt to resolve your housing issue through the informal DRP before you can initiate the formal DRP
- The formal DRP is expected to take 30-60 days

*As of **June 2021**, eligible Service Members and their families living in PPV housing have access to the formal dispute resolution process.*

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



Informal Dispute Resolution Process

*The dispute resolution process starts with an informal process of communication between you and the property manager. **You are encouraged** to utilize the informal process as your housing issue will be resolved in a more efficient and timely manner*



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



2. Contacting your property manager through this informal process will lead to an efficient resolution of your housing issue



3. If your property manager does not solve the issue, contact the MHO and inform them of the unresolved problem at your property



4. If you are not satisfied that your housing issue has been solved, your MHO will provide you with a form which can be filled out, initiating the formal dispute resolution process



Formal Dispute Resolution Process

The formal dispute resolution process begins once you submit the request form provided by your MHO. **You must first attempt** to resolve your issue through the informal DRP before you can initiate the formal DRP



1. Complete Request Form
Complete Request Form and submit to the MHO who will determine eligibility



2. Schedule Inspection
Allow the MHO and your property manager to inspect your property



3. Conduct investigation
Investigator will review all records and conduct interviews if required



4. Recommend Action
Regional Commander will make a recommendation. If you disagree, submit a written rebuttal



5. Determine Final Decision
Regional Commander will consider your rebuttal and provide you a final decision on the dispute



Dispute Resolution Process Issues



As a tenant, you can begin the dispute resolution process to resolve issues concerning the following rights and responsibilities



Maintenance and repairs



Rental payments



Displacement rights



Lease termination



Inspections



Fees and charges

Connect with Marine Corps Housing

Find your local Marine Corps Military Housing Office (MHO).



www.cherrypoint.marines.mil/Offices/Housing/Family-Housing-Office/



facebook.com/MCASCherryPoint



twitter.com/MCASCPPA



youtube.com/user/mcascppa



pinterest.com/mymilitarybase/mcas-cherry-point/

Visit: www.mcicom.marines.mil/Units/GF-Facilities/GF-3-Housing/

Email: chpt.fac.housing.omb@usmc.mil





Questions?



MHO Contact Information

- **Street Address:**
Bldg. 496, Madison Drive
MCAS Cherry Point, NC
- **Phone:** (252) 466-2732
- **Website:** www.cherrypoint.marines.mil/Offices/Housing/Family-Housing-Office/
- **Email:** chpt.fac.housing.omb@usmc.mil

PPV Contact Information

- **Street Address:**
Leasing Office: Bldg. 496, Madison Drive
MCAS Cherry Point, NC
- **Phone:** (888) 883-0980
- **Website:** cp.atlanticmcc.com
- **Facebook/Social Media**
Facebook.com/AtlanticMCC
- **Email:** Marketing@atlanticmcc.com