



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

IN REPLY REFER TO:
ASO 11101.18E
FAC
16 FEB 2023

AIR STATION ORDER 11101.18E

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

Subj: MILITARY HOUSING ORDER

Ref: (a) MCO 11000.22
(b) National Defense Authorization Act 2020
(c) AMCC Community Guidelines and Policies
(d) ASO 10570.1U
(e) MCO 5354.1F W/CH 1
(f) ASO 5510.15E
(g) MCO 1620.2D
(h) DoD 4165.63-M
(i) Title 10 United States Code

Encl: (1) Military Housing Standard Operating Procedures

1. Situation. To make significant updates to policies and procedures regarding operation of Military Housing at Marine Corps Air Station Cherry Point (MCAS CHERPT), North Carolina in accordance with guidelines dictated by references (a) and (b).

2. Mission. Effective immediately, MCAS CHERPT will implement the guidance provided in this Order to improve effectiveness and clarity of military housing operations.

3. Cancellation. ASO's 11101.18D and 11101.4.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. Revisions to the guidelines and instructions for management of military housing regulations have been made to coincide with mandates made in reference (b) and updates to reference (c).

(2) Concept of Operations. This Order will be used as a reference for both MCAS CHERPT Military Housing Office (MHO) staff as well as tenants of military housing.

5. Administration and Logistics. Questions pertaining to the content of this order should be directed to the FHO.

6. Command and Signal

- a. Command. This Order is applicable to all personnel.
- b. Signal. This Order is effective the date signed.



B. C. BURKS

DISTRIBUTION: A

**MILITARY HOUSING
STANDARD OPERATING
PROCEDURES**

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Chapter 1

Military Housing Management

1. General Requirements. In accordance with reference (a), military members have no legal or inherent entitlement to military housing, and it is not mandatory by law that military housing be provided. Service members should rely on the private sector as the primary source of housing. However, it is the objective of the military housing program to assist eligible military in obtaining an acceptable dwelling to house their family while assigned to the MCAS CHERPT area.

2. Military Housing Office. The civilian Housing Director leads the MHO and is responsible for referral services and quality assurance for all military housing aboard MCAS CHERPT. The MHO is staffed and operated by permanently assigned civilian personnel.

a. Director. The Housing Director is designated as the Military Housing Officer. Housing services will be under the operational control of the Housing Director, Facilities Directorate, MCAS CHERPT.

3. Descriptive Titles.

a. Military Housing. All privatized military housing located at MCAS CHERPT.

b. Adequate Military Housing. All homes at MCAS CHERPT are considered adequate. Adequate military housing requires full-forfeiture of the Basic Allowance for Housing (BAH) entitlement for active duty military tenants at the with-dependents rate.

c. Military Grade Categories. Military ranks referred to throughout this Order are Marine Corps designations, but apply to equivalent ranks of other branches of service. For military housing purposes, grade categories are as follows:

Generals	O7-O10
Senior Grade	O6
Field Grade	O4-O5; CWO4-CWO5
Company Grade	O1-O3; WO-CWO3
SNCO	E6-E9
Enlisted	E1-E5

4. Hours of Operation. The MHO will be open from 0730 to 1600 on Mondays, Tuesdays, Wednesdays and Fridays. The MHO will be open from 0900 to 1600 on Thursdays for staff meetings. The MHO will be closed for all Federal Holidays or the days they are observed. These hours are subject to change due to staffing concerns, weather, or any reason that might prevent the office from opening.

5. Military Housing Website. The MHO website can be accessed at:
<https://www.cherrypoint.marines.mil/Offices/Housing/Family-Housing-Office/>

6. Public Private Venture Initiative. The Public-Private Venture (PPV) partner was formed by the Department of the Navy and LendLease. The PPV partner has assumed cognizance for the management of military housing at MCAS CHERPT, to include responsibility for property management and maintenance for all military housing units aboard the Installation.

Chapter 2

Staff Duties and Responsibilities

1. Housing Director. The Housing Director falls under the staff cognizance of the Director, Facilities Directorate, MCAS CHERPT. Housing referral services will be under the operational control of the Housing Director. The Housing Director is responsible for the oversight management of the PPV partner's Property Management Organization, Community Management Operations, Maintenance Operations, and Leasing Operation to ensure personnel, policies, and practices are in place and carried out in accordance with the PPV partner's Management Plan, reference (c), and the policies implemented and upheld by the Commanding Officer MCAS CHERPT.
2. Staff Responsibilities. The MHO staff will aid housing tenants, incumbent, present, and past, in the areas identified below. The MHO telephone directory is contained in Appendix A.
 - a. Military Housing PPV Liaising. Staff shall serve as coordinators between MHO and the PPV partner. This coordination will include assistance in the resolution of complaints and/or problems associated with personnel applying or assigned to military housing.
 - b. On-Station Referrals. Staff are responsible for the assignment of personnel seeking PPV military housing to the appropriate inactive Wait List based on rank and number of dependents. Staff are responsible for overseeing the Wait List and assisting service member's during the application process.
 - c. Off-Station Referrals. Staff shall aid personnel of all services and their families in locating suitable off-station housing when military housing aboard MCAS CHERPT is no longer available.
 - d. Pay-Related Matters. Staff is responsible for reporting the start and stop of BAH allotments for Active Duty Marines based on assignment or termination of assignment to military housing at MCAS CHERPT. Staff shall aid personnel with pay-related issues regarding their military housing assignment.
 - e. Administrative Matters. Staff shall assist personnel with Administrative Action (AA) Forms when personnel find it necessary to request special consideration for their needs. AA Forms must be routed through the service member's Chain of Command and include an endorsement recommending approval. All AA Form requests, and their supporting materials will be submitted to the MHO for processing. Service members will be informed of the results of their request within 30 days of submittal to the housing office.
 - f. Inspections. Staff are responsible for conducting military housing inspections, to include assignment, termination, and change of occupancy inspections as well as inspections pertaining to life, health, or safety matters. MHO presence at pre-final inspections can be requested by active duty military tenants through the PPV partner.

Chapter 3

Military Housing Assignment and Referral Services

1. Military Housing –Eligible Personnel

a. Active duty military personnel regularly assigned for duty to units aboard MCAS CHERPT or within 50 miles are eligible to apply to military housing if they meet at least one of the following requirements:

- (1) Has bona fide dependents permanently residing with them.
- (2) Rank of E-6 or above who receives BAH at the without-dependent rate.
- (3) Has approved BAH own-right request.

b. Personnel will not be referred to housing unless they can fulfill the lease term, as determined by the PPV Partner, except as may be required for the convenience of the government. In the event of cancellation or modification of orders, which extend the effective date, affected personnel will be reinstated on the Wait List with their original control date. An unmarried, pregnant service member with no other dependent(s) is eligible upon the birth of the child unless the Wait List is in a waterfall status as described in reference (a).

c. It is the service member's responsibility to notify the MHO of any change in military status, change in marital status, change in number of family members, and/or change in contact information.

2. Reporting-In Requirements. Accompanied military personnel reporting to the MCAS CHERPT area are required to physically report to the MHO for housing referral services prior to making any commitments for off-station housing. Military personnel may submit an advance application. Upon receipt, the service member will be referred to the PPV partner and placed on the inactive Wait List. If there are more housing units available than there are service members on a particular Wait List or no one is on the Wait List for that pay grade, the inbound service member may be referred for assignment to housing when one of the following occurs:

- a. Service member reports with original Orders with original reporting endorsement.
- b. Service member reports with original Orders with departing endorsement.
- c. Service member reports with Commanding Officer certified true copies of original Orders and reporting endorsement.
- d. Service member reports with letter from member's Commanding Officer indicating the date detached from last permanent duty station and date reported to the MCAS CHERPT area.

e. Service member provides letter from Exceptional Family Member Program (EFMP) for advance application for housing indicating service member's enrollment in EFMP, pending Permanent Change of Station Orders (PCSOs) and a no earlier than date. Service member must provide PCSOs to the MHO once received.

f. Service member executes advanced family member travel (AFMT) by sending their dependent(s) before their expected detachment. Service member must notify the MHO of AFMT.

3. Housing Application. Application instructions and contact information are included on the website. Military personnel may apply for military housing based on the following guidelines:

a. In order to apply for military housing, the following documentation must be provided to the MHO:

(1) Housing Application, DD Form 1746

(2) Addendum to Housing Application Form DD 1746

(3) Privacy Act Release Form

(4) Application Addendum(s)

(5) PCSO with detaching endorsement; or Copy of Web Orders. Letter from Commandant of the Marine Corps for EFMP for advance application for housing indicating service member's enrollment in EFMP, pending PCSOs and a no earlier than date.

(6) Proof of dependency and BAH.

(a) Marine Corps personnel - NAVMC 10922

(b) Navy personnel - Page 2 and most recent Leave and Earnings Statement (LES).

(c) Army personnel - DD Form 93 and most recent LES.

(d) Air Force personnel - DD Form 93 and most recent LES.

(e) Coast Guard personnel - CG Form 4170 and most recent LES.

(7) Special Power of Attorney (SPOA) for On-Base Housing, if applicable. One of the following is required:

(a) SPOA for On-Base Housing notarized by a Notary Public (if applicable).

(b) SPOA for On-Base Housing notarized by a commissioned officer (if applicable).

b. In the case of divorce or legal separation, the service member must notify the Installation Personnel Administration Center (IPAC) regarding change of marital status and/or change in custody. The Marine Corps Total Force System (MCTFS) must reflect the current marital status and, in cases where children are involved, a current custody status. For all other branches of service, divorce or legal separation documents must be provided to the FHO. For cases where children are involved, a legal document stating the service member has court-ordered primary physical custody of dependent(s) is required.

c. Applications will be validated with the FHO during regular working hours. Personnel must contact the PPV partner within 30 calendar days after reporting for duty to ensure that their control date is the date of detachment from their previous command or to activate their advanced application date to allow their name to enter the active Wait List.

d. Personnel reporting to the MCAS CHERPT area for duty who have been selected for promotion are eligible to be put on the Wait List for the type of military housing allocated to the rank for which they have been selected. The one exception to this policy is, enlisted personnel selected for Officer, will not be assigned Officer housing prior to promotion.

e. A service member with imminent marriage plans is eligible to apply for housing up to 30 days prior to marriage. The service member must provide information of the planned marriage date to the MHO on the date of application. The service member's application will not receive a control date until all qualifying documents have been received. The service member's application will be held in a pending status until actual proof of marriage is provided to the FHO which shows the new spouse listed as a dependent with IPAC. After 30 days, if proof of marriage is not provided, the pending application will be cancelled.

4. Control Date and Wait List

a. A Wait List for service members will be established by grade and bedroom categories. All applications will be assigned a control date in accordance with Appendix F that will determine the service member's position on the appropriate Wait List. A Wait List shall be maintained for each type of military housing designated in Appendix C. Wait Lists will afford applicants the greatest opportunity to obtain the type of housing of their choice.

b. Married officers, married enlisted personnel, and eligible service members who are unmarried, divorced, separated, or widowed will be assigned military housing per their established date on the appropriate Wait List, without regard to billet assignment. Applicants already provided a firm housing commitment will not be displaced.

c. For all reporting personnel, control dates established for the Wait List will be activated using the date of receipt of a complete application package; to include all qualifying documents and PCSOs.

d. Applicants will have 30 days from date of application to change their Wait List selection with no adverse effect to their control date. If a member changes to a different Wait List after 30 days, the control date will reflect the date this change was made. Applicants will be allowed to change Wait Lists when the change is based on change of rank or family situation, requiring a different assignment. Control date in these circumstances will remain the same.

e. Personnel who are selected for promotion may occupy housing designated by their new pay grade, the date of application will be the control date; however, all applicants with permanent rank will be assigned prior to selectees in the same grade category.

f. Wait List information is available on the PPV partner's website.

g. Inactive Wait List. Personnel on the Wait List who will be unavailable for assignment to housing for just cause when housing becomes available, may have their assignment deferred until they can accept assignment. The following procedures apply:

(1) Advance written request must be made by the applicant specifying the period they will not be available for assignment to housing and the reason for their desire to be placed on the inactive Wait List. Electronic mail (email) will be accepted.

(2) Requests will be approved only for such bona fide reasons such as operational requirements, health, family not residing in the area or rental lease commitments.

(3) An individual's application will be activated at the expiration of the specified period. The application will be integrated by original control date.

(4) Absence of Sponsor. Personnel who will be absent when assignment to military housing is anticipated, may authorize their spouse to accept housing in their absence. A SPOA with leasing specific criteria is required for lease signing.

5. Utilization

a. General Policy. Housing units will be managed to maintain the maximum utilization of privatized assets. The accomplishment of this objective requires advance planning, careful scheduling of occupancy changes, and expeditious performance of maintenance and improvement work, with the goal of reducing the timeframe that units remain unoccupied.

b. Standing Vacancies. Housing units, other than those which are specifically designated for General Officers or other specific billet occupants, shall not be kept vacant for assignment to a specific individual.

c. Assignment to Persons One Grade Category Junior or Senior. When necessary to best fulfill a current need and to enhance utilization in accordance with reference (a), housing may be assigned to personnel not more than one grade category junior or senior than the grade category for which they are allocated. When assigning housing to one grade category junior, assignments will be made to ranks in descending order.

6. Referral to Military Housing. Referrals are based on a vacancy-driven system. Prospective tenants will be contacted by the PPV partner in a window of 30-45 days prior to the date housing is needed. Military housing voluntarily accepted and occupied shall be conclusively presumed to be adequate.

a. Applicants will be referred upon submission of a completed package.

b. All housing offers will be made by the PPV partner to prospective tenants, and they will have five days to accept or refuse the offer. The applicant will notify the PPV partner of acceptance or refusal by close of business no later than the fifth day after the offer. Upon availability of a home, if an applicant declines a home, the protocol for the Wait List and control date are as followed:

(1) If the applicant requests an alternate housing community, they will be placed on the Wait List with a new control date being the date of refusal.

(2) If an applicant declines the home but does not request a different community, they will maintain their position on the Wait List and keep their original control date. In some housing areas, there are various floor plans, but they do not differ enough to permit applicants to wait for a particular type of floor plan.

(3) A refusal of a second offer will result in the two homes being reviewed by the Housing Director to ensure the homes meet the required standards. If it is concurred that neither of the homes meet the standards, the applicant will maintain their position on the Wait List and keep their original control date. If it is concurred that either home meet the standards, the applicant will be placed on the Wait List with a new control date being the date of refusal or the applicant can ask to be removed from the Wait List.

(4) Any further refusal of offers will result in the aforementioned process.

c. If a service member is placed on the Wait List for privatized housing within 30 days of reporting to MCAS CHERPT, which is the new, permanent duty station, and housing is not

available and no housing offers have been refused, the PPV partner will issue a letter of non-availability. A Distribution Management Office (DMO)-funded move is authorized once on station housing becomes available.

7. Dual Military. Rent for the premises will be at the BAH with-dependent rate for the higher-ranking service member.

a. Without Dependents. When both spouses are members of the uniformed services, have no other dependents, and are stationed in the MCAS CHERPT area or assigned within 50 miles of MCAS CHERPT, the eligibility for assignment rests with the senior service member. If both service members are the same rank, eligibility will be based on date of rank. If date of rank is the same, then assignment to military housing rests with either member. When geographic separation prohibits dual active duty service members, who are E1-E5, from living together, both are considered as service members without dependents for the purpose of determining entitlement to BAH and are, therefore, not eligible for assignment to military housing. The service member attached to MCAS CHERPT may be placed on the Wait List but will not be assigned to housing prior to their spouse's detach date. Dual active duty, who are E-6 and above, who are separated geographically are eligible for assignment to military housing as a waterfall occupant.

(1) For dual active duty Marines, the BAH is automatically deducted from the senior service member's pay. Each month, the service member is responsible for making an additional payment to the PPV partner for the difference between BAH with-dependents and BAH without-dependents rates.

b. With Dependents. When both spouses are members of the uniformed services and either or both have dependents other than the spouse, the eligibility for assignment rests with the senior service member. If both service members are the same rank, eligibility will be based on date of rank. If date of rank is the same, then assignment to military housing rests with either member.

c. Change in Marital Status. In the case of divorce or legal separation for dual military, the service members must notify IPAC regarding their change of marital status. Legal separation documents must be provided to the PPV partner and the MHO.

(1) A service member with an impending divorce/legal separation residing in military housing with no other dependents must initiate a Notice to Vacate (NTV) to the PPV partner unless they qualify as a waterfall occupant.

(2) A service member in a dual active duty household with a legal separation where children are involved, a legal document stating the service member has court-ordered primary physical custody of dependent(s) is required. Upon a finalized divorce settlement agreement court-ordered primary physical custody of dependent(s) is required. The service member who meets the physical custody qualification may retain the home. If both dual military parents are

assigned to the same installation and have been decreed equal custody time, they will both be ineligible for housing, though one parent may waive their right to housing in favor of the other parent. Such acceptance must be acknowledged by written waiver. If either service member has a change in dependency and meets all qualifying requirements, they will be eligible to apply for housing.

d. Officer Married to Enlisted. Assignment to military housing under this circumstance will be allocated to the senior member, if the marriage itself was not conducted in violation of the Uniform Code of Military Justice (UCMJ).

e. Continued Occupancy. If dual military service members have established a household at MCAS CHERPT and one service member is separated from the other as a result of an involuntary assignment to a dependent-restricted tour or unit deployment, the other service member, with or without dependents, may retain housing under the continued occupancy policy in reference (a).

8. Change of Marital Status: All Others. In the case of divorce or legal separation when one partner is serving in an active duty role, the service member must notify IPAC regarding change of marital status. Legal separation documents must be provided to the PPV partner and the MHO.

a. A service member with an impending divorce/legal separation residing in military housing that has not been awarded court-ordered primary physical custody of dependent(s), or does not qualify under a waterfall status, will no longer be eligible for housing and must initiate a NTV to the PPV partner.

b. If both parents are legally separated or divorced and seek housing assignment to the same installation, the parent that has court-ordered primary physical custody of dependent(s) will be eligible for housing. If both parents have been decreed equal custody time, they will both be ineligible for housing, though one parent may waive their right to housing in favor of the other parent. Such acceptance must be acknowledged by written waiver, located on the Military Housing website. If either parent has a change in dependency and meet all qualifying requirements, they will be eligible to apply for housing.

9. Assignment. Assignment to family housing will be affected by a North Carolina Military Residential Lease agreement issued by the PPV partner based on housing designations and bedroom entitlements schedule contained in Appendix C, except as follows:

a. The number of dependents, excluding the spouse, who are authorized to reside in a two-bedroom housing unit will not exceed two children upon assignment.

b. Personnel will not be entitled to a housing unit that contains more bedrooms than the number of dependents acquired. Appendix C outlines the number of bedrooms a member is

authorized, based on dependents. In the event there is a Wait List for the service member's current bedroom entitlement and no one on the Wait List for a larger housing unit, an exception to this policy can be made. Personnel will be assigned to the larger housing units based on their original control date.

c. An applicant may elect to accept assignment to a housing unit of a lesser bedroom category than they are eligible based on number of dependents. Such acceptance must be acknowledged by written waiver, located on the Family Housing website, and shall preclude reassignment to a larger housing unit at a later date.

d. For otherwise eligible personnel, pregnancy will be considered as dependency for purposes of bedroom entitlement upon their initial assignment. Medical verification of pregnancy indicating the second trimester will be required.

e. When determining bedroom entitlements in case of divorce, separation or remarriage, the sponsor or their spouse must have court-ordered primary physical custody of dependent(s). Personnel may apply for housing while a separation/divorce is pending but will not be referred for assignment, unless otherwise eligible, until the final results concerning custody are determined by the court.

10. Priority Assignment

a. Key and Essential. Military necessity will take precedence over all other considerations in priority assignment to military housing. There are two General Officer billets and nine Key and Essential (K&E) billets aboard MCAS CHERPT which are designated as K&E for purposes of priority assignment to housing.

(1) The Colonel, Navy Captain and Senior Officer (O-6) billets listed for priority assignment purposes to family housing are designated by the Commanding Officer, MCAS CHERPT. Service members in these billets will be referred to designated homes, as appropriate. In the event the service member chooses to live off station, an appropriate preferred referral shall be provided for the designated home so that it is not left vacant.

(2) Married individuals serving on accompanied tours assigned to K&E billets will be assigned to available housing upon arrival or placed in a position of priority on the Wait List. However, applicants already provided a firm housing commitment will not be displaced. It is the intent of the Commanding Officer, MCAS CHERPT to provide individuals holding K&E billets a door to door move, whenever possible. Advance notice and careful planning are critical to obtain the stated objective. However, when a home is not available upon arrival, K&E individuals will be provided precedence over all families waiting, including those on the active Wait List, without a firm housing commitment.

b. Chaplains. Bachelor and unaccompanied Chaplains may be assigned housing when it is determined that such housing is essential to the performance of their professional and pastoral duties. Multiple occupancy is recommended where there is more than one bachelor/unaccompanied Chaplain. Guidance for diversion of military housing for use by bachelor Chaplains is contained in the reference (a).

c. Wounded Warrior. Medical hold and holdover personnel receiving outpatient treatment shall be assigned or referred to housing that exceeds or meets the applicable quality standards and is appropriate for their medical hold condition, expected duration of treatment, dependency status; including authorization amenities/services provided shall be an integral part of their medical treatment plan as determined by the primary care physician, patient and Chain of Command. Some medical hold personnel with serious medical conditions are authorized non-medical attendants at the discretion of their primary care physician to assist in their recovery and rehabilitation. Non-medical attendants can include the service member's parent, guardian or adult, 18 years or over.

(1) It is fitting that medical hold personnel who have "serious physical disabilities" that are the "direct result of armed conflict" have priority for housing and certain services.

(2) For purposes of this provision, "serious physical disability" meets one of the following criteria:

(a) Any physiological disorder or condition or anatomical loss affecting one or more body systems which has lasted, or with reasonable certainty is expected to last, for a minimum of 12 continuous months, and which precludes the person with the disorder, condition or anatomical loss from unaided performance of at least one of the following major life activities: breathing, cognition, hearing, seeing, and age appropriate ability essential to bathing, dressing, hearing, grooming, speaking, stair use, toilet use, transferring, and walking.

(b) Serious psychological disabilities, such as post-traumatic stress disorder.

(3) For purposes of this provision, "direct result of armed conflict" means there was a definite causal relationship between the armed conflict and the resulting unfitting disability.

d. Foreign Exchange Personnel. Military Exchange Officers from host countries are assigned housing upon arrival in the Continental United States. Normally, these Officers are assigned housing on a rotating basis. Once an Exchange Officer vacates housing, his home is assigned to an incoming Exchange Officer. Foreign military personnel in the exchange program will receive priority assignment to housing. Rental rates will be based on the scale of BAH for United States military personnel of comparable grade.

11. Priority Assignment Designations. There is no other recognized designation for priority housing. In certain cases, assignment to the active Wait List may be made if the situation

warrants. Extreme justification is necessary for approval since such assignment causes inequity for all others whose entry into housing will be delayed. Limits for consideration are as follows:

a. Exceptional Family Member Program. Membership in this program does not, in and of itself, justify early assignment to housing unless specifically stated by an official Headquarters Marine Corps (HQMC) Exceptional Family Member Program (EFMP) Letter. All other requests will be considered on a case-by-case basis and researched in detail before a decision is made.

b. Financial Distress. This unfortunate situation is prevalent among families waiting for housing. Scarcity of housing precludes this condition from being considered for approval. There are many services available on-Station to assist families in this circumstance.

c. Emergency Situations. Not including those mentioned above, emergency situations will be considered on a case-by-case basis. Commanding Officer and Unit support are greatly encouraged in such cases. Each situation will be judged on its own merit and must justify any delay for other families awaiting housing.

12. Intra-Station Reassignments. Upon occupancy of new housing assignment, the service member is expected to remain in housing for the lease term indicated by the PPV partner.

a. A service member residing within base housing who requests relocation to a larger home are eligible under the following circumstances:

(1) Increase in family size. The service member must provide medical verification of pregnancy indicating the expected delivery date or a NAVMC 10922 Form. The service member must contact the MHO and fill out a new application in order to be put on the Wait List. The control date will be the date of application. Relocation is considered "own convenience" move, and a DMO-funded move is not authorized.

(2) When dependents age levels change bedroom-entitlement eligibility based on the requirements of the Bedroom Entitlement Schedule in Appendix C. Once assigned, children of the same sex can share a bedroom until one child reaches the age of ten. Children of the opposite sex can share a bedroom until one child reaches the age of six. The service member must contact the MHO and fill out a new application in order to be placed on the Wait List. The control date will be the date of application. Relocation is considered "own convenience", and a DMO-funded move is not authorized.

b. Enlisted personnel at the rank of E5 may request reassignment to Staff Non-Commissioned Officer (SNCO) housing due to promotion to the rank of E6. The service member is eligible to apply for relocation as soon as selected or frocked. A copy of the promotion warrant is required for these applications. The service member must contact the MHO and fill out a new application in order to be placed on the Wait List. The control date will be the date of application. Relocation is considered "own convenience", and a DMO-funded move is not authorized.

(1) If enlisted personnel, living in a designated neighborhood for E5 and below, choose not to request a housing reassignment upon promotion to the rank of E6, the service member will be allowed to remain in the home for the duration of the grade of E6. Once promoted to the rank of E7 or if Permanent Change of Assignment (PCA) orders are received the service member will be required to relocate. The date of application will be the control date. The service member must contact the MHO and fill out a new application in order to be placed on the Wait List. A DMO-funded move is authorized.

c. Enlisted personnel residing within military housing who are promoted to an Officer rank must apply for Officer housing. Likewise, Officer personnel residing in military housing who are reverted to Enlisted rank must apply for Enlisted housing as soon as they are officially reverted. The date of application will be the control date. The service member must contact the MHO and fill out a new application in order to be placed on the Wait List. A DMO-funded move is authorized.

13. Minimum Occupancy. Housing units are normally assigned to permit use for greatest possible duration of a duty tour to achieve maximum benefit and reduce costs attributable to change of occupancy. The lease term, as determined by the PPV Partner, is the minimum occupancy requirement.

14. Other Eligible Personnel

a. When there are no families waiting for a particular bedroom category entitlement and there are families waiting for a lesser bedroom category entitlement, the families with lesser children will be referred to the larger bedroom entitlement until the Wait List is exhausted.

b. When there are no families with children on the Wait List, families with no children will be referred to the larger bedroom category entitlement.

c. If there are no families active on the Wait List, the inactive Wait List will be reviewed for families who may desire an earlier activation.

c. When individual Wait Lists are totally exhausted and none of the above-listed personnel are waiting for military housing, the waterfall categories shall proceed in accordance with reference (a). The below-listed members are waterfall category eligible in descending order:

- (1) Active Duty Bachelor
- (2) Active Duty Reserve Bachelor
- (3) Qualified Selective Reserve
- (4) Department of Defense Civilians
- (5) Military Retirees

(6) Unaffiliated Civilians

d. A Wait List will be established for military bachelors, both bona fide and geographical. When placed on the Wait List, the date of application will be the control date. The number of bachelors assigned to a home is determined by the number of bedrooms. For one bona fide bachelor in a home, rent will be equivalent to the BAH without-dependents rate. If more than one bachelor shares the home, the rent will be established at the fair market rate, which will be established annually by the PPV partner and set as a per square foot rate per Installation.

e. Civilians with no affiliation to MCAS CHERPT are only eligible to apply for off station family housing and are prohibited from residing in housing located within the installation perimeter.

15. Occupancy of Housing. Military Housing is assigned primarily for use by the sponsor and dependents of the sponsor.

a. Double Occupancy by Families of Two Sponsors. Double occupancy of military housing is not authorized. Only one sponsor and dependents of that sponsor will be assigned and permitted to occupy a military housing unit.

b. Subletting of Housing. Subletting of military housing or offering short-term rental of rooms or entire property is not authorized. Military housing units may not be sublet by the occupant, listed on any home sharing platforms or used in any manner for which the service member might be compensated.

c. Continued Occupancy/Retention of Housing. Unit Commanders will ensure personnel in receipt of PCSO, occupying military housing and desiring continued occupancy, execute a request for Retention of Housing via an AA Form as expeditiously as possible, but not later than 60 days prior to detachment. In addition, occupants must execute a limited SPOA for dependents to preclude possible hardships or unnecessary delays in matters pertaining to housing. An example request can be found in Appendix E.

16. Personal Firearms, Weapons and Ammunition Policy. All privately-owned firearms and weapons transported aboard MCAS CHERPT must be registered with the Provost Marshal's Office (PMO) at the Pass and Identification Office. The required documents for registration are as follows:

- (1) Military or Civilian ID card
- (2) Photograph of entire weapon; weapons are prohibited from entering Pass and Identification Office.
- (3) Photograph of serial number
- (4) Weapon Registration form in reference (f)

a. A firearm or weapon being transported in a privately owned vehicle must be unloaded and carried in a fully enclosed container that can be locked. If stopped by a law enforcement official while transporting a firearm or weapon, owners must notify the officer. Only firearms and weapons personally owned by residents and registered with PMO may be kept in housing.

17. Administrative Action Form Requests. AA forms from the active duty military tenant that have been routed through their Chain of Command and approved shall be submitted to the MHO. The submission must include forwarding endorsements from each Via listed on the AA Form and an Endorsement letter recommending approval signed by the Commanding Officer of their unit. Deployed service members may submit their request via email to the MHO mailbox, CHPT.FAC.HOUSING.OMB@usmc.mil, through their spouse with a SPOA; a copy of which must accompany the package, or through a representative from their command. The submission should include the requestor's address and current phone number, the reason for the request, pertinent details and supporting evidence, and a printed name and signature. The following AA Form requests may be made to the MHO:

a. Requests to Retain Housing. A request to retain housing must include statements of understanding as described in reference (a). Requests to retain housing cannot be made for executive homes and billet-designated homes. In the event situations impose a severe problem on the service member or service member's immediate family, the PPV partner may approve retention of housing for a period normally not to exceed 90 days under the following circumstances:

(1) A service member who is approaching End of Active Service (EAS) and desires to retain housing must submit their command approved request for retention of housing to the MHO a minimum of 60 days prior to EAS. The service member must initiate a NTV to the PPV partner 30 days prior to their EAS and plan to vacate prior to their EAS date until a fully approved AA form is received. An AA Form is required for this request. The supporting documentation must include a copy of terminal leave orders and expected duration of retention.

(2) A service member who is in receipt of unaccompanied or dependent-restricted PCSOs and desires to have dependents to stay in the home while executing orders must submit their command approved request for retention of housing to the MHO a minimum of 60 days prior to detach date or the service member must initiate a NTV to the PPV partner. An AA Form is required for this request. The supporting documentation must include a copy of the PCSOs. Requests from service members who have had incidents of misconduct by either themselves or their dependents shall not be approved.

(3) A service member's dependents who desire to absence themselves from housing while the sponsor is serving on an unaccompanied or dependent-restricted PCSOs must submit a request to retain housing during their absence. An AA Form or formal letter is required for this request. The supporting documentation must include a copy of the PCSOs and expected duration of absence. The PPV partner may permit retention of housing for a period normally not to

exceed 90 days of non-occupancy in a 12-month period. Upon approval, the tenant may submit a home watch service request to their community center prior to their absence.

(4) A service member who is in receipt of PCSOs who desires for their dependents to stay in the home while awaiting assignment to base housing at their new duty station must submit their command approved request for retention of housing to the MHO a minimum of 60 days prior to detach date or the service member must initiate a NTV to the PPV partner. An AA Form is required for this request. The supporting documentation must include a copy of the PCSOs and expected duration of retention.

b. Requests to Re-Apply for Housing. Service members who vacated military housing on MCAS CHERPT for their own convenience will only be considered eligible to reapply for housing six months from the date the housing unit was vacated.

(1) Service members who wish to reapply when less than six months has passed since their vacate date are required to submit a request to reapply to housing. An AA Form is required for this request. The reason for vacating and the occupancy history will be considered when determining eligibility for reassignment.

c. Request to Relocate Within Base Housing. Relocation is considered "own convenience" move and a DMO funded move is not authorized. When the service member moves from one military housing unit to another, they may maintain occupancy of both homes for up to seven days in order to move. If the service member maintains both housing units past the seventh day, charges shall be assessed for payment of the second home.

(1) Service members seeking to relocate within base housing due to health, safety or continued maintenance issues should contact the MHO regarding their life, health and safety concerns. When relocation is desired, service members may submit a request to relocate. An AA Form is required for this request. Service members must include the reason for relocation and provide supporting documentation. Upon approval of the AA Form, the service member must submit a new military housing application and be placed on the waitlist.

d. Request for Extended Guest Stay. A guest is defined as a person who is visiting the military sponsor and does not contribute directly or indirectly to any of the household expenses that the sponsor must bear because of such a visit.

(1) Single parents who are in receipt of TAD Orders in excess of 90 days or deployments are required to vacate military housing or submit a request to have a guardian stay in the home with their children. An AA Form is required for this request. The supporting documentation must include the name of the person, their relationship to the sponsor, the person's date of birth, a copy of their photo identification, and the expected duration of the stay as well as the expected return date of the service member. The requested duration of the stay may not exceed one year.

(2) The military sponsor who has a guest in military housing in excess of 15 days is required to submit a request to extend the duration of the guest stay. An AA Form is required for this request. Requests for live-in nannies and live-in aides/attendants regardless of sex, and duration may be approved/disapproved by the Installation Commander. The supporting documentation must include the name of the person, their relationship to the sponsor, the person's date of birth, a copy of their photo identification, and the expected duration of the stay as well as the reason for the request. The requested duration of the stay may not exceed one year.

e. Request for Service Animal that is a Prohibited Breed. Full or mixed breed of American Pit Bull Terrier, American Staffordshire Terrier, American Staffordshire Bull Terrier, American Bully, Rottweiler, Wolf and Wolf Hybrids are prohibited aboard MCAS CHERPT.

(1) A service member who wishes to have a service animal that is a prohibited breed be allowed aboard the installation must submit a request for approval. An AA Form is required for this request. The following requirements, in accordance with reference (a) and (d), must be met:

(a) The animal's accreditation has been approved by the Assistance Dogs International.

(b) The animal is used to support a physical disability.

(2) The exemption has been authorized by the Installation Commander via the Station Inspector's General's Office. The authorization process is as follows:

(a) The AA form will be routed to the Stations Inspector General's office (IG). The IG will contact the Animal Control Officer (ACO) in reference to the evaluation of the service animal.

(b) A visual evaluation is required. The ACO will perform a visual evaluation of both the handler (who the animal assists) and the service animal at the Animal Control office. The animal cannot be on MCAS CHERPT property except during the testing period, if determined testing is needed and scheduled.

(c) The AA form will then be routed through the MHO, the Facilities Director and the PPV partner's General Manager for approval.

(3) A service animal is included in the two-pet maximum allowance in military housing.

18. Termination of Assignment

a. For planning purposes, a Notice of Intent to Vacate will be made at least 30 days before the expected vacate date. The PPV partner's Community Manager (CM) of the specific housing area assigned must be notified, in writing, of the intent to vacate by the tenant.

b. Once an occupant has vacated military housing for their own convenience, not due to an order to TAD or unit deployment that exceeds 90 days, they will only be considered eligible to reapply for housing six months from the date the housing unit was vacated.

c. Unless otherwise approved in advance via an AA Form, personnel must vacate military housing within the following time limits:

(1) Detachment or transfer – on or before the effective date of detachment or transfer, except where continued occupancy by dependents of overseas absentee sponsor is authorized.

(2) Retirement, separation, or release from active duty – by the last day of active service.

(3) Terminal leave – prior to last day of terminal leave and/or detachment.

d. Change in marital status. Due to a change in marital status due to divorce or legal separation. Documentation must be provided to the PPV partner and the MHO. As a matter of convenience, the Commanding Officer, MCAS CHERPT, will allow an estranged member or spouse to remain in military housing for a period not to exceed 30 days from the date of legal separation or divorce.

e. Voluntary absence from housing – of either spouse for more than 30 days – to be determined based on circumstances involved.

f. When the housing unit is abandoned for 90 days or more – to be determined based on circumstances involved.

g. When dependents leave the sponsor for more than 90 days – to be determined based on circumstances involved.

h. When alleged entitlement to BAH at the with-dependent rate is later determined to be fraudulent or erroneous – military housing must be vacated immediately.

i. When it is later determined that assignment to housing was made based on a falsified application record - military housing must be vacated immediately.

j. When a service member residing in military housing is declared a deserter or sentenced to confinement for 90 days or longer by either military or civilian authorities, their commanding officer will contact the PPV partner and arrange to inventory and store personal belongings left in the house, and the member's assignment to military housing will be terminated.

k. When affiliated civilians who reside on the installation lose their affiliation – military housing must be vacated immediately.

19. Debarment from the Installation. The Installation Commander has the authority to debar anyone from the installation that is deemed to be a threat to (1) the installation or mission security, (2) the health, welfare, safety or security of persons aboard the installation, and/or (3) the maintenance of good order and discipline on the installation.

a. If a tenant, in cases of other than military, or tenant's family member is debarred from the Installation by the Commanding Officer in accordance with the debarment authority, the debarment may void the tenant's status as a tenant.

b. After reviewing the family's situation, the Commanding Officer and the PPV partner, will decide if the debarment of a family member will void the family's status as a tenant. Each case will be considered individually, as not all family situations or debarments result in a requirement to revoke the family's housing status. If it is decided that the family's status as a tenant is voided, the PPV partner will notify the family that they shall vacate the premises no later than 30 days from the date of the loss of status as a tenant and the lease shall terminate as of that date.

20. Installation Eviction from Housing. Military housing is primarily assigned to military personnel, their bona fide dependents and those individuals authorized to reside with them. To ensure these personnel are protected from disorder and misconduct on the part of neighbors or anyone that may materially interfere with the peace and tranquility of a housing area, Command action to control perpetrators of such disorders or misconduct is mandatory. Misconduct in Military housing by military personnel is potentially punishable under the UCMJ. The procedures set forth will be followed when such action is contemplated. The Station IG will initiate notification correspondence to the MHO for drug-related and criminal offenses. Notices of Intent to Vacate will be initiated by the PPV partner. The PPV partner's lease stipulates that any drug-related offense is grounds for immediate termination from Military housing. Instances of misconduct, whether on or off the Installation, may result in permanent removal from the Wait List. The Housing Director will take final action removing individuals from the Wait List. Individuals may appeal such action within ten days of final action by submitting such appeal, in writing, to the Commanding Officer MCAS CHERPT via their Chain of Command.

a. Basis for Eviction. Eviction from military housing may be based upon the tenant and/or misconduct of their guest(s), to include fraudulent application for military housing, commission of drug-related offenses, other crimes or actions threatening the peace and security of the housing area and/or the Installation, or multiple violations of community guidelines that negatively impact good order and discipline within the community.

b. When an offense or series of minor disorders warrants a Letter of Warning (LOW) or Notice of Intent to Evict (NOIE) from military housing, the PPV partner will prepare the appropriate correspondence and forward the correspondence to the Housing Director who will forward to the Facilities Directorate. The PPV partner's General Manager, will determine if the NOIE should be forwarded to the Station IG or Staff Judge Advocate (SJA).

21. Sex Offenders. In order to preserve morale, welfare, good order and discipline, it is Marine Corps Installations East (MCIEAST) policy to deny registered sex offenders' residence in housing aboard the Installation. Accordingly, assignment of military personnel, civilians and their dependents to housing shall include determination of whether the military applicant or any dependent otherwise authorized to reside in housing, is required or has ever been required, to register or provide notification as a sex offender under the laws of the United States or any State. The Housing Office will:

a. Screen the names of all military members, civilians, and dependents applying for housing aboard the Air Station or within Slocum Village against the Dru Sjodin National Sex Offender Public website maintained by the United States Department of Justice, www.nsopw.gov.

b. Complete inquiries of all applicants for housing whether the applicant or any person who will reside with the applicant is, or has ever been, required to register as a sex offender under the laws of the United States or any state.

c. Consult the Staff Judge Advocate in any case involving a military or civilian applicant, or dependent, identified as a registered sex offender.

d. If any applicant or dependent is revealed to be a registered sex offender, deny the application for housing and inform the applicant as follows:

(1) "It is the policy of this Air Station that housing will not be provided to otherwise eligible applicants whose family unit to be housed includes a person required to register as a sex offender under the laws of the State of North Carolina or the United States;" and

(2) "The denial of your application for housing may be appealed to the Commanding Officer, who will decide each appeal on a case-by-case basis, after examining a totality of the circumstances. Any appeal must be filed in writing within 10 days of any denial of housing made under this Order. The appeal should address at least the following factors, but may include any other additional written information the applicant deems relevant:

- (a) The nature and circumstances of the offense(s);
- (b) The precise criminal statute(s) or law(s) of which the person was convicted;
- (c) The state(s) or jurisdiction(s) in which the offense(s) occurred and was adjudicated;
- (d) The time which has passed since the offense(s) was committed;
- (e) The age of the offender at the time the offense(s) was committed;
- (f) The age of the victim(s) at the time the offense(s) was committed;

(g) Evidence which tends to demonstrate the applicant's subsequent rehabilitation, exemplary conduct, or other commitment to obedience to law;

(h) Whether the conviction requiring registration has been reversed, vacated, or set aside, or if the registrant has been granted an unconditional pardon of innocence for the offense requiring registration.

22. Confinement. When a service member who is assigned to military housing is sentenced to prolonged periods of confinement, three months or longer, by either military or civilian authorities, their entitlement to military housing will be terminated.

a. The service member may be authorized by the PPV partner to retain military housing until civilian housing is available. Generally, this period will not exceed three months, but may be extended in cases of severe hardship and where the member is expected to return to useful service at the Installation.

b. During any grace period before the dependents vacate military housing, whether the military member forfeits pay and allowances, cash rent will be charged equal to BAH based on the service member's pay grade.

c. A service member who is not assigned to military housing and is confined by either military or civilian authorities, will not be assigned to military housing.

d. Retention of housing will not be authorized while a service member is on appellate leave.

23. Special Retention of Housing

a. Death of Active Duty Service Member. The spouse of an active duty service member has certain entitlements if the active duty member dies. If the active duty service member dies, the spouse is entitled to remain in housing up to one year. The spouse will be charged cash rent at the normal BAH rate for the service member. If additional occupancy is required, the PPV partner must be notified in writing.

24. Abandonment of Military Housing. The Commanding Officer of an occupant who is assigned to privatized housing and abandons their assigned housing unit, is responsible for the inventory and removal of the tenants' personal effects, if any, which will be disposed of in accordance with existing directives.

25. Check-Out Requirements. Military personnel who reside in Military Housing that are in receipt of PCSOs or PCA orders must have their check-out sheet signed by their community center. The MHO is not authorized to sign a service member's check-out sheet if the service member resides in Military Housing.

Chapter 4

Quality Assurance - PPV Oversight

1. Buy Back (Change of Occupancy) Inspection. Before a housing unit can be offered to a military tenant, the installation housing management office must conduct a physical inspection of the unit and approve it for habitability in accordance with Section 2891a of Title 10, United States Code. The installation housing management office cannot approve habitability of a home if it does not meet minimum requirements for health and safety or has outstanding maintenance and repairs. The Department of the Navy (DoN) installation housing management office must perform quality assurance inspections on make ready homes. The installation housing management office will ensure all make ready homes meet the established minimum standards in the following areas:

a. Home Condition. PPV make ready homes will be clean and in good repair. There shall be no open work order(s).

b. Health and Safety Requirements. PPV make ready homes will be inspected for and meet established health and safety requirements for change of occupancy, per the business agreements.

c. Preventative Maintenance. The PPV is required to complete all scheduled preventative maintenance for the home.

2. Inspection Consistency. The installation housing management office will ensure all move-in and move-out inspections are conducted in a fair and consistent manner. Every effort will be made to ensure a DoN advocate is present for move-in and move-out inspections. The move-in and move-out inspections will be conducted in the same manner. All tools, requirements and items must be used in both inspections.

3. Move-In Inspections. The move-in inspection is a mutual inspection of the home and surrounding property by the PPV and the prospective resident prior to occupancy. The MHO will ensure the following:

a. The MHO representative will review the move-in checklist with the PPV and the resident, will provide the resident with an orientation packet, and will be available to answer any questions. The PPV will complete the move-in inspection checklist with the resident, noting the condition of the home and surrounding property.

(1) The resident will receive a completed copy of the inspection checklist.

(2) The resident and PPV are encouraged to take photos of any items that may require a work order, cleaning or repairs.

(3) Everyone participating in the inspection will sign the inspection sheet.

b. The PPV will explain resident responsibilities, which may include checking and replacing smoke detector batteries; replacing heating ventilation and air conditioning filters; clearing outdoor areas of debris; maintaining a clean and orderly home; and promptly reporting maintenance.

(1) The PPV will demonstrate the operation of all appliances, thermostat settings, breakers, fuse boxes and other devices in the home.

(2) The PPV will initiate any work-order or resident requests.

4. Lease Signings. MHO will observe as many PPV lease signings as possible. MHO will act as an advocate for the tenant to ensure they understand the lease prior to signing.

5. Life, Health or Safety Inspections. MHO shall attend Life, Health or Safety inspections with the PPV and tenant. MHO will act as an advocate for the tenant to ensure they understand the process and their rights and responsibilities.

6. Advocacy. If the condition of the property is the subject of the dispute, the MHO will schedule an inspection of the property with the PPV and tenant.

7. Pre Move-Out Inspections. A pre-final inspection, prior to move-out, is a mutual inspection of the home and surrounding property by the PPV and the resident after the resident has submitted a written notice to vacate. When requested or as part of oversight requirements, the MHO will also send a representative. Residents should schedule a pre move-out inspection as it provides an opportunity for both the resident and the PPV to communicate on-site with respect to the condition of the unit and resident responsibilities prior to final move-out. The pre move-out inspection uses the same inspection checklist completed at move-in to identify repairable damages, that occurred during occupancy; allowing the resident an opportunity to make repairs before reimbursing the costs to the landlord, before terminating residency of the home. At the time of the pre move-out inspection, the resident will be provided an explanation of any potential charges due to damages in the home that are not considered normal wear and tear.

8. Move-Out Inspections. The move-out inspection is a mutual inspection of the home and surrounding property by the PPV and the resident after the home is vacated, to assess the condition and cleanliness of the home. The MHO will ensure the following:

(1) The MHO representative will review the move-out checklist with the PPV and the resident and will be available to answer any questions.

(2) The PPV will complete the move-out inspection checklist with the resident noting the condition of the home and surrounding property, deploying the same tools and techniques used during the move-in inspection.

(3) If a pre-final inspection was performed, the move-out inspection checklist will reflect the current condition of items noted for cleaning or repair.

(4) Whenever possible, the PPV should take photos of items that require cleaning or repairs and include them in the maintenance record for the home.

(5) Everyone participating in the inspection will sign the inspection sheet.

b. The PPV will provide the resident a list of charges or cost estimates for any damages, cleaning or repairs noted on the checklist. The PPV will also provide a copy of the list of charges to the MHO.

c. Any disputes regarding cleaning or repair requirements should be shared with the MHO within one business day for them to assist with expedited issue resolution.

9. Damages and Repairs. The PPV is responsible for consistently assessing and charging for damages and repairs. Per the lease agreement, residents are responsible for damages in the home that are not considered normal wear and tear. The methodology of assessing such charges should be fair and transparent and include consideration of the remaining life expectancy of the item in question. The PPV shall also provide the MHO a list of move-out charges sought for collection.

a. The MHO is tasked with providing oversight of the PPV ensuring residents understand the cost of damages and repairs, and their liability. The resident is expected to leave the unit in the condition they moved in, less normal wear and tear. The PPV must provide residents with written requirements for moving out of PPV housing including:

(1) For items that have specific cleaning requirements, the PPV must provide the resident with a detailed explanation of any cleaning requirements.

(a) The PPV cleaning requirements must be reviewed by the DoN and cannot include any requirements that are considered outside normal cleaning practices, or normal wear and tear.

(b) Any specific cleaning requirements, such as professional steam cleaning of carpets, must be clearly spelled out and approved by the Navy/Marine Corps installation or region, as applicable.

(c) General cleaning requirements and charges must be provided to the resident at move-in, the pre move-out inspection and the final move-out inspection. Cleaning charges must be approved by the Navy/Marine Corps installation or region, as applicable.

(2) The PPV will provide a list of general repair and replacement costs to residents at move-in, the pre move-out inspection and the final move-out inspection.

(3) Lifecycle and depreciation are calculated when estimating repair and replacement costs. Residents will be provided the age of the items listed during their move-in inspection.

10. Grounds and Common Areas

a. Playgrounds. Playground inspections are conducted on a regular basis.

b. Community Assessments. Community inspections are conducted on a regular basis. Findings are reported to the PPV.

Chapter 5

Military Housing Referral Program

1. Housing Referral Program. The MHO will provide referral service and a range of personal assistance to all permanently assigned personnel and their dependents who require off-station housing when on-station housing is not available. These same services will also be given to DoD personnel. These services are not designed to encroach upon normal business relations between real estate brokers, agents and their customers. The Housing Referral Program will adhere to the policy of equal opportunity and fair housing.
2. Referral Listings. The MHO maintains listings of available housing for relocating military members, their families, and DoD civilians. Links are located on the station website.
3. Housing Referral, Counseling and Assistance. Individuals requesting assistance from the Housing Referral section shall be informed of any restrictive facilities. Personnel will be provided a list of available suitable facilities from Homes.mil and/or lists provided by local realty and property management offices. Service members shall be counseled on the availability of assistance in resolving complaints with landlords, their rights, the desirability of the military release clause in all rental contracts and the availability of legal assistance in the review of proposed leases.
4. Inspections. An inspection of each rental property will be completed for suitability of the property based on the environmental conditions to include health and safety considerations. It is the right of MHO to remove a home as a listing or not accept a listing until appropriate corrective action has been taken. When, in their opinion, the dwelling does not meet adequacy standards and is not suitable for the service members to reside in the property it will not be listed on Homes.mil. All inspections will be documented and recorded in eMH.
5. Standards
 - a. Site Condition. Site locations will be structurally sound, fully functional, and clean and cosmetically appealing. Properties that are fit to inhabit shall meet the following criteria to be considered adequate:
 - (1) The site is not in an off-limits area designated by the Installation Commander and/or not adequate for health and safety reasons.
 - (2) Have a private entrance and at least one full bathroom (with bathtub or shower) and kitchen that are for the sole use of its occupants. At least one full bathroom and all the bedrooms shall be accessible from a hallway. The kitchen shall have range and refrigerator connections and adequate space for food preparation.

(3) Have an adequate number of bedrooms.

(4) If required due to climate conditions defined by Unified Facilities Criteria 4-711-01, have air conditioning or a similar cooling system and a permanently installed, adequately vented heating system.

(5) Have adequate utility systems and services (e.g., electrical, gas, potable water, sewer, trash collection, television, internet, and telephone).

Chapter 6

Tenant Complaint Processing

1. On-Station Complaints

a. Informal Dispute Resolution Process. The goal of the Commanding Officer, MCAS CHERPT is to ensure that well-maintained and comfortable premises are provided for an exceptional quality of life for all tenants. When tenant complaints and concerns have not been addressed in a manner that is satisfactory by the tenant, they should follow the below, 3-Step Resolution Process:

(1) For any maintenance issue, the tenant should first submit a work order request.

(2) Step 1. Should a tenant find they are submitting multiple work orders for the same or related maintenance issues, they should contact their Community Manager (CM). The CM should respond to the complaint or concern in a timely manner.

(3) Step 2. In the event the CM does not respond in a manner consistent with the tenant's complaint or concern, the tenant disagrees with the response, or the issue is not resolved by the CM's response, the tenant should contact the PPV partner's Director of Operations.

(4) Step 3. If a tenant's complaint or concern is not satisfactorily addressed by the above-outline process, the tenant should contact the MHO .

b. Formal Dispute Resolution Process. If a tenant's complaint or concern is not satisfactorily addressed by the above-outlined Informal Dispute Resolution Process, a service member can begin the Formal Dispute Resolution Process (DRP) by completing the request form. The MHO will evaluate this form and contact the service member to notify them if the issue is eligible to be pursued using the formal DRP. If eligible, the below process will be followed:

(1) If the condition of the property is the subject of the dispute, the MHO will schedule an inspection of the property with the PPV partner and tenant.

(2) An investigator will review all records and conduct interviews as necessary.

(3) The Regional Commander will request and consider recommendations from the service member and other involved parties and provide a written recommendation. If the service member does not agree, they may submit a written rebuttal.

(4) The Regional Commander will consider any submitted rebuttals and provide a final decision on the dispute.

2. Off-Station Complaints. Complaints regarding off-station housing, other than discrimination, from military personnel or from owners and managers of off-station housing facilities, must be in writing. A preliminary investigation shall be conducted 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.

a. In cases where the MHO receives a request from a landlord regarding debt collection, the person requesting assistance will 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.

b. Once a service member files an off-station housing complaint that cannot be resolved with MHO, they will be referred to the Joint Law Center for assistance.

c. All housing discrimination complaints will be forwarded to the Housing Director, in writing. The Housing Director shall forward the Complaint to the Station IG for appropriate action as outlined in reference (e) and will provide information if required to the Equal Opportunity Information Office.

3. Inspections. MHO will attend complaint-related inspections with the PPV staff/landlord and tenant upon request. MHO will act as an advocate for the tenant to ensure that they understand the process and their rights. All inspections will be documented and recorded in the FHM of eMH.

4. Communications. The MHO advocate will correspond with both the service member and the PPV partner/landlord throughout the entirety of the process. All correspondence pertaining to the complaint process will be documented and recorded the FHM in eMH.

Chapter 7

Additional MHO Responsibilities

1. Communications. MHO personnel will communicate via email, phone, or in person and will work to answer all questions posed by tenants' past, present and future. All correspondence will be documented and recorded in the FHM in eMH.
2. Move-In Follow-Up. MHO staff will call tenants 15 days and 60 days after they have moved into an on-station home to ascertain the well-being of the service member and their family. MHO staff shall also send an email to tenants 30 days after they have moved into a home. All correspondence will be documented and recorded in the FHM in eMH.
3. Work Order Follow Up. MHO staff shall contact tenants upon the completion of work orders. All emergency, urgent, and life health safety work orders shall be identified upon their completion, and an MHO staff member will contact the tenant to determine completion and tenant satisfaction in accordance with reference (b). All correspondence will be documented and recorded in the FHM in eMH.
4. Visits to MHO. All visits to the MHO will be physically recorded in the logbook located at the entrance. Regardless of whether the visitor is a prospective, current, or past tenant, all correspondence will be documented and recorded in the FHM in eMH.

Appendix A

Military Housing Telephone Directory

AA Form Questions(252) 466-2732

Military Housing Administration.....(252) 466-5528

Military Housing Main Line(252) 466-2732

Military Housing Manager.....(252) 466-2107

Military Housing Referral Assistant(252) 466-3602

Housing Director(252) 466-2699

Lead Customer Advocate.....(252) 466-7251

Lead Quality Control Inspector(252) 466-8560

Pay-Related Issues(252) 466-3602

Appendix B

Atlantic Marine Corps Communities (AMCC) Telephone Directory

AMCC Leasing Consultant.....	(252) 463-8428/8449
AMCC Leasing Manager.....	(252) 463-8448/8449
Community Representative Grant's Landing and Lawson Village.....	(252) 463-8413/8410
Community Representative Nugent Cove and Binder Oaks.....	(252) 463-8436/8423
Community Representative Slocum Village.....	(252) 463-8426/8432
AMCC Director of Operations.....	(252) 463-8431
*Maintenance	(877) 509-2424

*Emergency maintenance can be reached at the toll-free number 7 days a week, 24 hours a day.

*AMCC Maintenance Hours of Operation:

Monday-Friday: 0800-1700

* AMCC Community Managers Hours of Operation

Monday-Friday: 0800-1700

Saturday: 0900-1500

Appendix C

Bedroom Entitlement Schedule

MCAS CHERPT has a selection of two-, three- and four-bedroom homes. Upon assignment to housing, a family rates one bedroom per child. When requesting relocation due to an increase in family size, the following schedule will be used to determine eligibility.

Number of Dependents, excluding spouse	Number of Bedrooms
None	2
One	2
Two, except as follows	2
One 10 years older	3
One six years older and of opposite sex.....	3
Three, except as follows	3
Two 10 years old or older	4
One 10 years old or older and other two of opposite sex With one six years or older	4
Four and up	4
One 10 years or older	4
One 6 years or older and all of the other three opposite sex of the one	4
Two 6 years or older of opposite sex and the other two same sex	4

Appendix D

Instructions for Completing Administrative Action Forms

1. Block 1. Insert a consecutive action number when dealing with a volume of administrative actions or use a correspondence/activity code to assist in identifying the office of origin.
2. Block 2. Using SECNAVINST M-5210.2, insert the Standard Subject Identification Code (SSIC) pertaining the nature of the action/subject.
3. Block 3. Insert the date of preparation.
4. Block 4. Insert the title of the originating office/billet when communicating within the activity. For personnel actions, insert the full name, grade, electronic data interchange personal identifier (EDIPI), and the military occupational specialty of individual initiating the AA Form.
5. Block 5. Insert the address or identification of the office of origin. For personnel actions, insert the complete address of the company personnel office.
6. Block 6. Abbreviate and number the appropriate chain of command required for processing actions. For personnel actions, refer to local operating procedures. Also, see instructions for block 9 below.
7. Block 7. Insert the complete address of the agency/activity required to take final action.
8. Block 8. Identify the subject matter.
9. Block 9. If an informational copy will meet the needs of the immediate channels, do not list them as via addresses but rather as "Copy to".
10. Block 10. Insert pertinent directive or authority. Insert "None" or "NA" as appropriate.
11. Block 11. Insert description of material attached. Insert "None" or "NA" as appropriate.
12. Block 12.
 - a. Stated request or direction, reasons and/or substantiating remarks. Use short sentences/phrases and make use of approved abbreviations set forth in the IRAM, MC P1070.12K, chapter 6. There is no need to summarize references if they are known to be available to processing channels.
 - b. Type in the name of the individual who will sign the form, beginning at the center of the page four lines below the last line of text.

(1) If the originator does not utilize the entire space provided in block 12, forwarding/processing actions (block 13) may be accomplished in this section beginning two spaces after the signature.

13. Block 13. Forwarding/processing actions are also permitted on the reverse in the form of electronic media, embossing equipment, rubber stamps etc., resulting in administrative actions being recorded from start to finish on one sheet of paper.

Appendix E

Example AA Form

Please contact MHO if a specific AA Form example is needed

ADMINISTRATIVE ACTION (5216) NAVMC 10274 (REV. 3-93) (EF) Previous editions will be used		1. ACTION NO. (SEE S1)	2. SSIC/FILE NO. 11000
		3. DATE 2022 01 21	
4. FROM (Grade, Name, SSN, MOS, or CO, Pers. O., etc.) PVT IAM A. MARINE 0000000000000/0261 USMC		5. ORGANIZATION AND STATION (Complete address) COMMANDING OFFICER (UNIT ADDRESS FROM COMMAND LETTERHEAD - SEE S1)	
6. VIA (As required) (1) CO, (YOUR UNIT), (2) FHO, MCAS CHPT			
7. TO:	DIRECTOR OF OPERATIONS ATLANTIC MARINE CORPS COMMUNITIES CHERRY POINT LEASING CENTER 102 BERN ST HAVELOCK, NC 28532	8. NATURE OF ACTION/SUBJECT REQUEST TO RELOCATE WITHIN BASE HOUSING	
		9. COPY TO (As required) FHO FILES	
10. REFERENCE OR AUTHORITY (if applicable) (a) MCO 11000.22 (b) ASO 11101.19		11. ENCLOSURES (if any) **IF YOU ARE INCLUDING ANYTHING WITH YOUR REQUEST, LIST IT HERE USING THE BELOW FORMAT (1) (Short Description)	
12. SUPPLEMENTAL INFORMATION (Reduce to minimum wording - type name of originator and sign 3 lines below text)			
1. I am requesting to relocate from my current home [your address] to a [type of home requested]. I am requesting this relocation due to [insert reason].			
2. I may be reached at iam.marine@usmc.mil or via cell phone at (XXX) XXX-XXXX.			
I. A. MARINE			

13. PROCESSING ACTION. (Complete processing action in item 12 or on reverse. Endorse by rubber stamp where practicable.)

Reset Form

Adobe Designer 8.0

Appendix F

Control Dates

1. Control dates are used to determine an individual's date of eligibility for housing. This date is based on the date of receipt of a complete application package, to include all qualifying documents and PCSO. Applicants for housing are placed on an appropriate Wait List based on their control date. When individuals choose to remove their names from a Wait List and then subsequently desire to re-apply for housing, the control date will be the date of the second application. When an individual who is already on a Wait List becomes eligible for a different Wait List due to promotion or increase in the number of dependents, that individual shall be moved to the appropriate Wait List using the original control date.
2. Applications will be activated on the Wait List once the service member contacts the MHO. If the service member reports to MHO within 30 calendar days of reporting for duty, the initial eligibility is the applicable control date. If the service member contacts the MHO after the 30-calendar day period, the date of this contact will be the control date.
3. Service members on the Wait List who have a change in dependents which makes them eligible for housing other than originally applied for will maintain their original control date.
4. Service members prompted or selected for promotion while on the Wait List for housing will maintain their original control date.
5. Service members reduced in rank, which changes their eligibility, while on the Wait List will maintain their original control date.
6. Personnel occupying housing who has an increase in their dependents must meet eligibility requirements for relocation. Assignment may be made prior to the birth of the expected child. The date of application will be the control date.
7. For personnel occupying housing whose children reach an age level which changes housing eligibility, the date of application will be the control date.
8. For approvals requiring an AA Form, the date of signature on the approval letter will be the control date.
9. For all other applications not covered above, the date of a completed application package will be the control date.