

MCAS Cherry Point Military Housing Office Tenant Documents

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Tenant Welcome and Orientation



MCAS Cherry Point Military Housing Office

Marine Corps Installations Command (MCICOM)



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Welcome!

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



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

Contact Information

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

MHO Services and Responsibilities

Installation Commander:
Colonel Timothy R. Drieslein

Installation Housing Director:
Mr. Christopher Singletary

The MHO is here to assist you with:



Advocacy on your behalf with HMC



Applications for service members seeking referrals to live in family housing



Home referral services for off-base community housing



Fair Housing Act concerns or complaints



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



MHO contact for next duty station



Housing questions and concerns



Assistance in the dispute resolution process

HMC at MCAS Cherry Point

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

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



HMC Project

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

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



HMC

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

Understanding Your Lease

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

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

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

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

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

Pet Policies and Deposit

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

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

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

Residents are responsible for their pets at all times.



Pet Deposit

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

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

Tenant Responsibilities

Per your lease, you have several responsibilities to fulfill:



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



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



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



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



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



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



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



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



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



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

What to Expect: Move-In and Move-Out

MOVE-IN

The Resident:

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

HMC provides:

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

MHO provides:

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

MOVE-OUT

The Resident:

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

HMC provides:

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

MHO provides:

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

Renters' Insurance Overview

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

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

What is renters' insurance?

Renters' insurance is a policy which protects:

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



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



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



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



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

Tips for Renters' Insurance

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



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



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



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



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

Resident Energy Conservation Program (RECP)

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



How the Program Works

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

Maintaining Your Home

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



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



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



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

Window Safety Tips

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

Window Safety Tips

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

Child Safety Tips

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



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

Maintenance Issues

How to Report Maintenance Issues

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

Submitting and Tracking Work Orders

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

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

Types of Service Calls

Type of Service Call	Description	Examples	Response Time
Emergency	- Critical safety, life threatening issues - Resident with a medical requirement for stable temperature levels	- Gas leaks - Fire - Power outage - Sewage back-up - Flood - No toilet available for use - Refrigerator inoperable	1 hour to respond 24 continuous hours to complete EHS work - Available 24/7/365
Urgent	Habitability issues	- Broken window - Garage door inoperable - Kitchen sink back-up - Lights flickering or non-working light-fixtures - Presence of mold/mildew	4-hours to respond 48 hours to complete work - Available 24/7/365
Routine	- Convenience - Unit care issues	- Single burner inoperable - Repair screens - Light bulb replacement	2 business days to respond 5 business days to complete work

Tenant Bill of Rights

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



A written lease with clearly defined rental terms



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



Management services that meet or exceed industry standards



Standardized documents, forms, and processes



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



Access to an electronic work order system



Consistently honest, accurate, straightforward, and responsive communications



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



Right to withhold rent until disputes are resolved



Access to a dispute resolution process for housing issues



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



Working fixtures, appliances, and utilities



Right to forgo non-refundable fees



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



Prompt and professional maintenance and repair



Reasonable advance notice of any entrance to the home



Advice from military legal assistance on resolving disputes

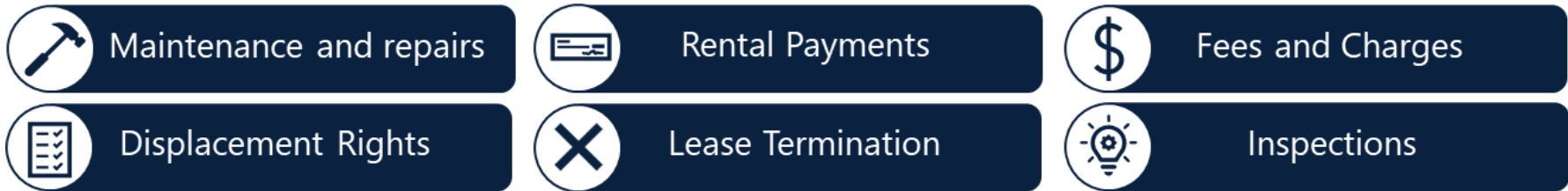


Access to seven years of maintenance history

Dispute Resolution Process Overview

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

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



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

Informal DRP

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

Formal DRP

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

Informal Dispute Resolution Process

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



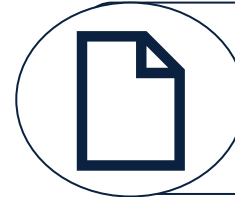
If you find a problem at the property where you currently reside, contact your HMC PM so they can take steps to properly resolve the issue.



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



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



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

Formal Dispute Resolution Process

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



1. Complete the Request Form

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



2. Participate in the Inspection

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



3. Cooperate with the Investigation

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



4. Recommended Action Issued

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



5. Final Decision Issued

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

Completing the Request Form

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

Request Form for Dispute Resolution Process

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

1. Tenant Name (Last, First): _____

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

3. Tenant Contact Information:

a. Phone # (Home Cell): _____

b. Email: _____

4. Owner Company Name: _____

5. Owner Contact Information:

a. POC Name (Last, First): _____

b. Phone # (Home Cell): _____

c. Email: _____

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

7. Rent Segregation Request: Tenant hereby requests segregation of Tenant's future Rent payments as of the date set forth below:

☐ Tenant requests full Rent segregation in the amount of \$ _____ per month.

OR

☐ Tenant requests partial Rent segregation in the amount of \$ _____ per month.

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

Name: _____ Date: _____

Signature: _____

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

Connect with the Cherry Point MHO



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



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



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



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



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



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



Military Housing Privatization Initiative Tenant Responsibilities

This document highlights important responsibilities of Military Service Members and their families (Tenants) residing in Privatized Housing.

1. **Prompt Reporting.** The responsibility to report in a timely manner any apparent environmental, safety, or health hazards of the home to the Landlord and any defective, broken, damaged, or malfunctioning building systems, fixtures, appliances, or other parts of the home, the common areas, or related facilities.
2. **Care for the Home.** The responsibility to maintain standard upkeep of the home as instructed by the housing management office.
3. **Personal Conduct.** The responsibility to 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, including the responsibility not to engage in any inappropriate, unauthorized, or criminal activity in the home or common areas.
4. **Access by Landlord.** The responsibility to 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.
5. **Rules and Guidelines.** The responsibility to read all lease-related materials provided by the Landlord and to comply with the terms of the lease agreement, lease addenda, and any associated rules and guidelines.



Military Housing Privatization Initiative Tenant Bill of Rights

The Department of Defense is fully committed to ensuring that Military Housing Privatization Initiative (MHPI) housing projects provide our Nation's most valued resource—its military members and their families—safe, quality, and well-maintained housing where our members and their families want and choose to live.

The Department of Defense has issued all policy guidance necessary to implement prospectively all rights for military members and their families residing in privatized family and unaccompanied housing (Tenants) at all MHPI housing projects. However, as Congress recognized, retroactive application of the requirements at existing projects requires voluntary agreement by the respective MHPI company; the Department cannot unilaterally change the terms of the complex, public-private partnerships that established the MHPI housing projects. The Department of Defense has been seeking to secure voluntary agreements, and nearly all of the MHPI companies have agreed to implement all 18 Tenant rights at their existing projects. The Department will continue to pursue agreements not yet reached. Tenants should contact their installation housing office to confirm the rights fully available to them.

The following rights are effective on August 1, 2021:

1. The right to reside in a housing unit and a community that meets applicable health and environmental standards.
2. The right to reside in a housing unit that has working fixtures, appliances, and utilities and to reside in a community with well-maintained common areas and amenity spaces.
3. The right to be provided with a summary of the maintenance conducted with respect to a prospective housing unit by the landlord for the previous seven years, before signing a lease, and upon request, all information possessed by the landlord regarding such maintenance within two business days after making the request. Upon request, a current Tenant who did not receive maintenance information before signing a lease has the right to receive such information within five business days after making the request.
4. The right to a written lease with clearly defined rental terms to establish tenancy in a housing unit, including any addendums and other regulations imposed by the landlord regarding occupancy of the housing unit and use of common areas.
5. The right to a plain-language briefing, before signing a lease and 30 days after move-in, by the installation housing office on all rights and responsibilities associated with tenancy of the housing unit, including information regarding the existence of any additional fees authorized by the lease, any utilities payments, the procedures for submitting and tracking work orders, the identity of the Military Tenant Advocate, and the dispute resolution process.
6. The right to have sufficient time and opportunity to prepare and be present for move-in and move-out inspections, including an opportunity to obtain and complete necessary paperwork.
7. The right to report inadequate housing standards or deficits in habitability of the housing unit to the landlord, the chain of command, and housing management office without fear of reprisal or retaliation, including reprisal or retaliation in the following forms: (A) unlawful recovery of, or attempt to recover, possession of the housing unit; (B) unlawfully increasing the rent, decreasing services, or increasing the obligations of a Tenant; (C) interference with a Tenant's right to

privacy; (D) harassment of a Tenant; (E) refusal to honor the terms of the lease; or (F) interference with the career of a Tenant.

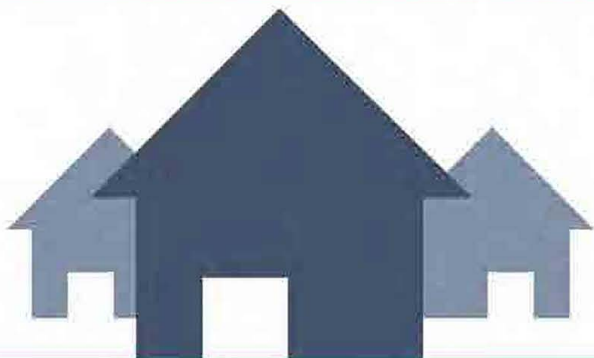
8. The right of access to a Military Tenant Advocate through the housing management office of the installation of the Department at which the housing unit is located or a military legal assistance attorney to assist in the preparation of requests to initiate dispute resolution.
9. The right to receive property management services provided by a landlord that meet or exceed industry standards and that are performed by professionally and appropriately trained, responsive, and courteous customer service and maintenance staff.
10. The right to have multiple, convenient methods to communicate directly with the landlord maintenance staff, and to receive consistently honest, accurate, straightforward, and responsive communications.
11. The right to have access to an electronic work order system through which a Tenant may request maintenance or repairs of a housing unit and track the progress of the work.
12. With respect to maintenance and repairs to a housing unit, the right to the following: (A) prompt and professional maintenance and repair; (B) to be informed of the required time frame for maintenance or repairs when a maintenance request is submitted; and (C) in the case of maintenance or repairs necessary to ensure habitability of a housing unit, to prompt relocation into suitable lodging or other housing at no cost to the Tenant until the maintenance or repairs are completed.
13. The right to receive advice from military legal assistance on procedures involving mechanisms for resolving disputes with the property management company or property manager to include mediation, arbitration, and filing claims against a landlord.
14. The right to enter into a standardized, formal dispute resolution process, should all other methods be exhausted, to ensure the prompt and fair resolution of disputes that arise between landlords and Tenants concerning maintenance and repairs, damage claims, rental payments, move-out charges, and such other issues relating to housing units. The dispute resolution process shall contain the following elements: installation or regional commander as deciding authority; a process for withholding allotment of rental payments; standard mechanisms and forms for requesting dispute resolution; minimal costs to Tenants for participation; a completed investigation within seven days; and except in limited circumstances, a decision within 30 days and in no event longer than 60 days. A decision in favor of the Tenant may include a reduction in rent or an amount to be reimbursed or credited to the Tenant.
15. The right to have the Tenant's basic allowance housing payments segregated, with approval of a designated commander, and not used by the property owner, property manager, or landlord pending completion of the dispute resolution process.
16. The right to have reasonable, advance notice of any entrance by a landlord, installation housing staff, or chain of command into the housing unit, except in the case of an emergency or abandonment of the housing unit.
17. The right to not pay non-refundable fees or have application of rent credits arbitrarily held.
18. The right to expect common documents, forms, and processes for housing units will be the same for all installations of the Department, to the maximum extent applicable without violating local, State, and Federal regulations.

Tenants seeking assistance with housing issues should continue to engage their installation housing office, installation leadership, or chain of command.



RENTERS INSURANCE

BE PREPARED FOR THE UNEXPECTED



Due to unforeseen circumstances that can occur, you are highly encouraged to obtain a renters insurance policy with an appropriate amount of liability and personal property coverage.

TYPES OF COVERAGE



Property

Damage to personal property like electronics, furniture and clothing.

Damage inadvertently to the building or residence itself. Injuries to others who may be in the insured property.



Liability

If renters insurance is not obtained, the tenant could be liable for damage to personal property or to the home itself.

WHAT COVERAGE DO YOU NEED?

FOR MORE INFORMATION, VISIT THE
MCICOM FAMILY HOUSING WEBSITE:
<https://bit.ly/3n2zyGe>

SCAN
ME!



HOW CAN WE HELP?

HMC'S INFORMAL DISPUTE RESOLUTION PROCESS

ANY RESIDENT SUGGESTION, CONCERN, OR COMPLAINT IS IMPORTANT. IF YOU ARE NOT SATISFIED WITH ANY SERVICE, WE HAVE A TWO-PART INFORMAL DISPUTE RESOLUTION PROCESS:



OWNER'S INFORMAL DISPUTE RESOLUTION PROCESS (as written in Resident Guidelines)

As a valued resident of our community, your concerns are very important to us. This is why a multi-step dispute resolution process has been established to address Tenant concerns and any disputes relating to the Lease. The first step for resolving disputes is included in the Owner's two-part Informal Dispute Resolution Process below; and, if the Owner's two-part Informal Dispute Resolution Process does not resolve the dispute to your satisfaction, you have the right to elevate your concerns to the MHO and pursue the Government Dispute Resolution Process as set forth in the Universal Lease as incorporated into our Active Duty Tenants' current leases through HMC's Community Guidelines and Policies, which you will find copied below. The Owner's two-part Informal Dispute Resolution Process is available to you so that your concerns are elevated to the appropriate HMC team members to ensure a thorough review of your concerns and a timely response. To afford us an opportunity to thoroughly evaluate and address your concerns as quickly as possible, any complaint or dispute must initially be submitted to us using the following process:

1. Submit a complaint online using the Owner Approved Form: To initiate the Owner's Informal Dispute Resolution Process, you must:
 - a. Prepare and submit an online complaint using the Owner approved form for review by the Community Director. The form allows you to describe the complaint in detail, provide adequate supporting information and documentation (i.e., complete description of the issue, photos, invoices, estimates, etc.), and detail what specific steps we might be able to take to address your concerns. This form is available and must be submitted online at <https://RiskOnNectHunt.Force.com/Dispute/s/>. Once your complaint is submitted, you will receive an email confirmation including your dispute resolution number. Should you lack the means by which to submit your complaint electronically, please contact your Community Director for further assistance. For all other questions, please contact your Community Director.
 - b. Cooperate with us as we investigate your concerns, which may include, without limitation, providing us with prompt access to your Premises for inspection or repairs, providing additional documentation, or answering questions about your complaint.
 - c. Allow your Community Director up to five business days from the receipt of your online complaint to fully evaluate your concerns and respond.
 - d. You will receive an email notification from the Owner's Informal Dispute Resolution portal once the Community Director has responded to your complaint.
2. If you are not satisfied with the Community Director's response to your complaint: You may elevate your complaint to the Regional Director of Operations, by:
 - a. Making a written request to your Community Director that your complaint be elevated to the Regional Director of Operations.
 - b. You will receive an email from the Owner's Informal Dispute Resolution portal containing the Owner's approved Regional Level Request Form. Prepare and submit the Regional Level Request Form online. Once your Regional Level Request Form is submitted online, you will receive an email confirmation. Please contact your Community Director with any questions.
 - c. Cooperate with us on any additional reasonable requests to allow the Regional Director of Operations an opportunity to thoroughly investigate your complaint such that we may try to resolve it to your satisfaction.
 - d. Allow the Regional Director of Operations up to ten business days from the receipt of your online request to review, evaluate and respond to your complaint.
 - e. You will receive an email notification from the Owner's Informal Dispute Resolution portal once the Regional Director of Operations has responded to your complaint.

If you are not satisfied with the Regional Director of Operation's response to your complaint: You may pursue Government Dispute Resolution pursuant to the Universal Lease, as further outlined below.

PUBLIC PRIVATE VENTURE (PPV) HOUSING

DISPUTE RESOLUTION PROCESS

Any Tenant concern or complaint is important. If you are not satisfied with any service, the dispute resolution process (DRP) ensures you are guaranteed a prompt and fair resolution for housing issues.



The DRP applies to all active duty military service members and their dependents living in PPV housing.

Identify the Issue and Contact your Property Manager

If you find a problem at the property where you currently reside, work with your PPV Property Manager (PM) to resolve the issue.

INFORMAL DRP



Issue Unresolved?

If the PPV PM does not resolve the issue to your satisfaction, contact the PPV PM Regional Manager.

Issue Remains Unresolved?

If your PPV PM Regional Manager does not solve the issue, contact the MHO and inform them of the unresolved problem at your property.



Not Satisfied?

If you are not satisfied with the outcome, you may pursue resolution via the Formal DRP.



Complete Request Form

To begin the Formal DRP, complete the Request Form that initiates the process. Your installation MHO will evaluate your form and let you know if your issue is eligible.

FORMAL DRP

Participate in the Inspection

An inspection of your property will be scheduled if the condition of the property is the subject of the dispute. Allow access to your property.



Cooperate with the Investigation

An Independent Investigator will conduct an investigation by reviewing all records and conducting interviews as necessary.



Recommend Action

The Regional Commander will request and consider recommendations from you and other parties and provide a written recommendation. If you do not agree, submit a written rebuttal. You can request a meeting with the Regional Commander about your dispute at this time.



Final Decision Issued

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



A tenant with an issue or complaint must utilize the informal process before proceeding to the formal process. For more information on the DRP, visit MCICOM Family Housing: <https://bit.ly/3n2zyGe>

October 2022





HOUSING TROUBLES?

Legal Assistance Offices provide free legal advice and consultation to military tenants and their families residing in on and off-base housing, including residents of PPV housing!

**Security
Deposits**

**Unresolved
Disputes/Repairs**

**Early Lease
Terminations**

Contact your installation Legal Assistance Office for details.



Fire Safety Checklist for Homeowners and Renters



Smoke Alarms

- ☐ Smoke alarms are on every level of the home.
- ☐ Smoke alarm batteries are changed at least once every 6 months if required.
- ☐ Smoke alarms are tested each month. A chirping alarm indicates that there may be a battery or maintenance issue.



Electrical & Appliance Safety

- ☐ All electrical cords are in good condition and not broken, cut, or damaged.
- ☐ The dryer lint screen is cleaned after EVERY use.
- ☐ All plug outlets are used appropriately and do not feel warm. If this occurs, please contact HMC.



LUNG SCORCHING

Flames are scary, but the heat a fire produces is more dangerous. Temperatures can reach 1,100°F in **less than four** minutes. Even at just **600 degrees**, a fire can melt your clothes and scorch your lungs. Temperatures are lower at floor level, so don't be afraid to get on your hands and knees. **Staying low** also means you breathe less smoke.

Escape Plan

- ☐ Discuss with all family members what to do in the event of a fire.
- ☐ Develop a plan for 2 ways out of every room.
- ☐ Everyone knows where the safe meeting place is outside of the home.
- ☐ Everyone living in the home practices the escape plan 2 times a year.

Test your smoke alarms regularly!

Your smoke alarm is working if it makes a noise when you press the "test" button. A chirping alarm indicates a battery or maintenance issue. Please contact HMC for assistance.



Cooking Safety

- ☐ Cooking area has no items that can burn
- ☐ Cooking is attended at all times.
- ☐ Pot handles are always turned toward the back or center of stove to prevent pots from getting pulled over.
- ☐ Fire extinguisher is nearby and charged. Never put water on a grease fire.
- ☐ Instead, quickly and safely turn off the heat source and smother the flames with a metal lid or use baking soda or salt to douse the flames.

Candle Safety

- ☐ Candles are in sturdy fire-proof containers that won't be tipped over.
- ☐ Adults blow out all candles when leaving the room or going to bed.
- ☐ Candles are kept out of the reach of children or pets.

Fire Extinguishers

- ☐ Learn how to use a fire extinguisher. (See P. A. S. S. below)
- ☐ Familiarize yourself with the location of your fire extinguishers and keep them accessible.
- ☐ Pressure gauge reads in the green, and is checked monthly. If there are issues, please contact HMC for replacement.



Carbon Monoxide (CO) Alarms

- ☐ CO alarms are on every level of the home. If you have an attached garage or fuel-burning appliances.
- ☐ CO alarms are tested each month. A chirping alarm indicates that there may be a battery or maintenance issue. Please contact HMC.



On average, **7 people** die every day in a house fire in the United States. Fire Prevention is key, as well as **having a plan** and **practicing** that plan with all family members.



MCAS Cherry Point Fire & Emergency Services

Questions? Please dial (252) 466-5607 for MCAS Cherry Point Fire Prevention Office. If you reside in housing located off the air station, please contact your local fire department, or HMC as applicable.