



# **Public Private Venture (PPV) Housing Plain Language Brief (Tenant Welcome & Orientation)**



## **MCIEAST-MCB CAMP LEJEUNE MILITARY HOUSING OFFICE**

Marine Corps Installations Command (MCICOM)



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# Welcome!

*The Military Housing Office (MHO) welcomes you to MCIEAST-MCB Camp Lejeune*



- This brief is an introduction to your MHO and PPV Partner and includes your rights and responsibilities as a tenant
- Atlantic Marine Corps Communities (AMCC) 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
- As a tenant, you are required, to purchase renters insurance for your property. Additional information on renters insurance is found within this brief and is available from your MHO upon request

# Contact Information

MHO Contact Information	PPV Partner Contact Information
<ul style="list-style-type: none"><li>• <b>Street Address:</b> 43 Inchon Street Tarawa Terrace, NC 28543</li></ul>	<ul style="list-style-type: none"><li>• <b>Street Address:</b> 5401 Maryland Avenue Camp Lejeune, NC 28547</li></ul>
<ul style="list-style-type: none"><li>• <b>Phone:</b> 910-450-1628</li></ul>	<ul style="list-style-type: none"><li>• <b>Phone:</b> 910-353-5700</li></ul>
<ul style="list-style-type: none"><li>• <b>Website:</b> <a href="https://www.lejeune.marines.mil/Offices-Staff/Family-Housing-Division/">https://www.lejeune.marines.mil/Offices-Staff/Family-Housing-Division/</a></li></ul>	<ul style="list-style-type: none"><li>• <b>Website:</b> <a href="https://cl.atlanticmcc.com/">https://cl.atlanticmcc.com/</a></li></ul>
<ul style="list-style-type: none"><li>• <b>Email:</b> <a href="mailto:LejeuneFamilyHousing@usmc.mil">LejeuneFamilyHousing@usmc.mil</a></li></ul>	<ul style="list-style-type: none"><li>• <b>Facebook/Social Media:</b> <a href="https://www.facebook.com/atlanticmcc">Facebook.com/atlanticmcc</a></li></ul>
	<ul style="list-style-type: none"><li>• <b>Email:</b> <a href="mailto:marketing@atlanticmcc.com">marketing@atlanticmcc.com</a></li></ul>

# MHO Services and Responsibilities

## Installation Commander:

Brigadier General Adolfo Garcia

## Installation Housing Director:

Liza Anderson

### The MHO is here to assist you with:



Advocacy on your behalf with the PPV Partner



Applications for service members seeking referrals to live in family housing



Home referral services for off-base housing



Fair Housing Act concerns or complaints



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



MHO contact for next duty station



Housing questions and concerns



Assistance in the dispute resolution process

# AMCC at MCIEAST-MCB Camp Lejeune

*PPV 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*



## PPV Project

- Five Community Centers with indoor amenities
- Community events
- Two neighborhood pools
- Neighborhood playgrounds
- Dog parks
- Lawn care
- Trash service
- Pest control



## PPV Partner

- Camp Lejeune/New River consists of 4600+ homes
- There are 160+ AMCC employees servicing Camp Lejeune/New River
- [www.atlanticmcc.com](http://www.atlanticmcc.com)

# Understanding Your Lease

*Tenants must accept and sign the PPV 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:

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

***It is important to read through and understand what you are signing. If you have questions on your lease, contact the PPV Partner***

# 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



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



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



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



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



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



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



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



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



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

### AMCC 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 AMCC
- ✓ Returns the home in good condition

### AMCC provides:

- ✓ An inspection prior to move-out to assess the condition of your home utilizing the move-in inspection checklist
- ✓ Appropriate maintenance services and a 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 for occupancy, your PPV Partner will require 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 the PPV Partner 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

# Maintaining Your Home

*Please be aware of local guidance and report maintenance issues immediately to your PPV Partner*



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

# Window Safety Tips

***Windows are among the top five (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



*PPV Partners and MHOs across the nation are working towards installing window safety measures to ensure a safer environment for our Marines, Sailors, and their families*

# Maintenance Issues

## How to Report Maintenance Issues

- Report maintenance issues (maintenance emergencies, trouble calls, safety concerns, compliance issues) right away by contacting AMCC. Call: 1-877-509-2424
  - For **Emergency** maintenance
  - For **Urgent** maintenance
  - For **Routine** maintenance
- Web Portal:  
[cl.atlanticmcc.com/resident-portal](http://cl.atlanticmcc.com/resident-portal)
- Download the App:  
<https://cl-atlantic.securecafe.com/residentservices/atlantic-marine-corps-communities-at-mcb-camp-lejeune/userlogin.aspx>

## Submitting and Tracking Work Orders

- Service/Work Orders are submitted by calling directly to the Maintenance Department, submit using the Resident Portal or submit using the app
- Service Orders are assigned to a qualified technician for response and action. Residents receive an email confirmation that their service order was created and scheduled
- Maintenance technicians update the service orders electronically while in the home. Once work is completed, the resident receives an email confirmation and a survey for providing feedback
- If follow-up work is required, the Service Order Coordinator will provide regular updates
- Service orders can be tracked electronically in the Resident Portal

***Contact your PPV Partner if you have concerns on maintenance, service/work orders, repairs, or services.***

# Types of Service Calls

Type of Service Call	Description	Examples	Response Time
<b>Emergency</b>	<ul style="list-style-type: none"><li>• Critical safety, life threatening issues</li><li>• Resident with a medical requirement for stable temp levels</li></ul>	<ul style="list-style-type: none"><li>• Gas leaks</li><li>• Fire</li><li>• Power outage</li><li>• Sewage back-up</li><li>• Flood</li><li>• No toilet available for use</li><li>• Refrigerator inoperable</li></ul>	<ul style="list-style-type: none"><li>• 30-minute initial response</li><li>• 1 day to complete emergency work</li><li>• Available 24/7/365</li></ul>
<b>Urgent</b>	<ul style="list-style-type: none"><li>• Habitability issues</li></ul>	<ul style="list-style-type: none"><li>• Broken window</li><li>• Garage door inoperable</li><li>• Kitchen sink back-up</li><li>• Lights flickering or non-working light-fixtures</li><li>• Presence of mold/mildew</li></ul>	<ul style="list-style-type: none"><li>• 4-hour initial response</li><li>• 1 business day to complete work</li></ul>
<b>Routine</b>	<ul style="list-style-type: none"><li>• Convenience</li><li>• Unit care issues</li></ul>	<ul style="list-style-type: none"><li>• Single burner inoperable</li><li>• Repair screens</li><li>• Light bulb replacement</li></ul>	<ul style="list-style-type: none"><li>• 1 working day initial response</li><li>• 1 business day to complete work</li></ul>

# Tenant Bill of Rights

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



A 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 PPV 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:*



Maintenance and repairs



Rental Payments



Fees and Charges



Displacement Rights



Lease Termination



Inspections

*The DRP has two components: an informal and formal process.*

## **Informal DRP**

The informal DRP is a process in which you work directly with the PPV Property Manager to resolve your dispute. The PPV PM 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 the PPV Property Manager (PPV 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 PPV PM so they can take steps to properly resolve the issue



Elevate to the PPV Regional Manager if the action taken is unsatisfactory



If the PPV 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 solved, your MHO will provide you with the Request Form for DRP, initiating the Formal Dispute Resolution Process

# Formal Dispute Resolution Process

You **must** first 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

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

# Connect with Marine Corps Housing



<https://www.lejeune.marines.mil/Offices-Staff/Family-Housing-Division/>



For information on Marine Corps Housing policies, visit:

<https://bit.ly/3n2zyGe>