



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



**Camp Lejeune/MCAS New River**  
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 where our goal is to assist service members and their families in qualifying and attaining suitable housing.*



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

# Contact Information

MHO Contact Information	PPV Partner Contact Information
<ul style="list-style-type: none"><li>• <b>Street Address:</b> TT-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> 910-756-3511</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://www.camplejeunefamilyhousing.com">https://www.camplejeunefamilyhousing.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/Camplejeunefamilyhousing/">https://www.facebook.com/Camplejeunefamilyhousing/</a> <a href="https://www.instagram.com/camplejeunefamilyhousing/">https://www.instagram.com/camplejeunefamilyhousing/</a></li></ul>
	<ul style="list-style-type: none"><li>• <b>Email:</b> <a href="mailto:MarketingCLFH@huntcompanies.com">MarketingCLFH@huntcompanies.com</a></li></ul>

# MHO Services & Responsibilities

**Installation Commander:**  
**Brigadier General Ralph J.**  
**Rizzo Jr.**

**Installation **Military Housing****  
**Director:**  
**Mary E. 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



Tenant Bill of Rights



Per resident's request, provide assistance during move-in, move-out, pre-inspection & other special inspections performed by PPV Partner



MHO contact for next duty station



Housing questions & concerns



Assistance in the dispute resolution process

# Hunt Military Communities at Camp Lejeune/MCAS New River

*PPV provides benefits that are not typically offered in community rentals:*

- *Rent cannot exceed the Basic Allowance for Housing (BAH) with dependents rate*
- *No credit history or salary requirements*
- *Basic utilities are included with rent*
- *Resident Energy Conservation Program (RECP) is on hold until further notice*



## **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+ HMC employees servicing Camp Lejeune/New River
- [www.camplejeunefamilyhousing.com/](http://www.camplejeunefamilyhousing.com/)

# Understanding Your Lease

*Tenants must accept & sign the Universal Lease with PPV's Addendums. The Universal Lease includes tenant's rights & responsibilities. The resident handbook is considered part of the lease.*

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

- **Animal Addendum** – Identifies pet requirements & breed restrictions (*refundable pet deposit of \$250 per pet*)
- **Construction & Relocation Addendum** – Outlines provisions regarding construction; amenities, community services/facilities, noise & inconvenience, lease termination, lease replacement, release of liability, & damages
- **Home Based Business Addendum** – Identifies requirements for personal business conducted on property
- **RECP Addendum** – Outlines Resident Energy Conservation Program (RECP) process
- **Other State/Local Addendum** – Check other state/local specific requirements

***It is important to read through & understand what you are signing. If you have questions about 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



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

*Emergency-1hr | Urgent-4hr | Routine-before end of next business day*



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 & Move-Out

## MOVE-IN

### The Resident:

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

### Hunt Military Communities provides:

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

### MHO provides:

- ✓ Plain Language Brief & answers to housing policies/questions
- ✓ MHO representative at move-in inspection per resident request
- ✓ Follow-up with you (15 & 60 days after move-in)
- ✓ Support to resolve any unresolved concerns at move-in
- ✓ Assist with pre-inspections per resident request

## MOVE-OUT

### The Resident:

- ✓ Provides a minimum of 30-day notice to vacate to Hunt Military Communities
- ✓ Returns home in good condition

### Hunt Military Communities provides:

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

### MHO provides:

- ✓ Provides answers to questions & issue resolution process
- ✓ MHO representative at move-out inspection per resident request
- ✓ PCS assistance and MHO contact for your next location
- ✓ Support on any issues
- ✓ Assist with pre-inspections per resident request

# Renters' Insurance Overview

*PPV Partner will require you to obtain 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 & does not come out of your BAH

## *What is renters' insurance?*

Renters' insurance is a policy which protects your personal property & you from personal liability:

- Check what policy covers, terms & conditions vary by provider.
- Average renters' insurance policy costs between \$15 to \$30 per month.
- Widely accessible & may be available through your car insurance company. Ask about discounts & bundling options.
- Don't waive the liability coverage! Typical policies offer \$100,000 in liability coverage.



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

*For more information on renters' insurance, ask your MHO for a copy of the **Tenant Guide to Renters' Insurance**.*

# Maintaining Your Home

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



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



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



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

# 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 & away from open windows
- Pay close attention to furniture, or anything children can climb near open windows
- Keep corded blinds as short as possible to keep them out of the hands of small children



*PPV Partners & MHOs have installed 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 Hunt Military Communities:
  - o For **Emergency** maintenance
  - o For **Urgent** maintenance
  - o For **Routine** maintenance
- Maintenance Number: 910-756-3511
- Web Portal:  
<https://www.huntmilitarycommunities.com/portal?pid=69>
- Download the App:  
<https://apps.apple.com/us/app/hunt-resident-app/id1488732669>

## Submitting & Tracking Work Orders

- Service/Work Orders are submitted by calling directly to the Maintenance Department, using the Resident Portal or 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:  
<https://camplejeunefamilyhousing.securecafe.com/residentservices/amcc-camp-lejeune/userlogin.aspx>

***Contact your PPV Partner if you have concerns on maintenance, 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>• 3 business days to complete 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>• 3 business days 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>• 3 business days 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 & their families living in PPV Housing have access to the Dispute Resolution Process (DRP), ensuring prompt & fair resolution for housing issues. Your MHO serves as your advocate throughout the informal & formal DRP*

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



Maintenance & repairs



Rental Payments



Fees & Charges



Displacement Rights



Lease Termination



Inspections

*The DRP has two components: an informal & 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.



# Step 1: Informal Dispute Resolution Process

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



**1: 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**



**2: Elevate to the PPV Regional Manager if the action taken is unsatisfactory**



**3: If the PPV PM or Regional Manager does not resolve the issue, contact the MHO & inform them of the problem at your property. The MHO may investigate the issue**



**4: 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**

# Step 2: 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 & 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 & your PPV Partner



## 3. Cooperate with the Investigation

The Independent Investigator will review all records & 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 & 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 (Rank, 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>)

# Valued Feedback

*Your feedback is very important to us. SatisFacts surveys help us identify where we can improve our services & take decisive steps towards better meeting our residents' needs. It also allows us to recognize our exceptional performers. Additionally, SatisFacts surveys are reviewed by the MHO, Naval Facilities Engineering Systems Command (NAVFAC), & Marine Corps Installations Command (MCICOM).*



## **1. Move-in SatisFacts Survey**

*You should receive this email survey a couple days after move-in. Assesses if our resident's expectations are being met from the start.*



## **2. Move-out SatisFacts Survey**

*Expect this survey shortly after submitting your Notice of Intent to Vacate. Captures our resident's overall experience living in our communities.*



## **3. Completed Work Order SatisFacts Survey**

*Received the day after a work order is completed. Assesses efficiency in resolving reported issues.*

# DoD Housing Feedback System

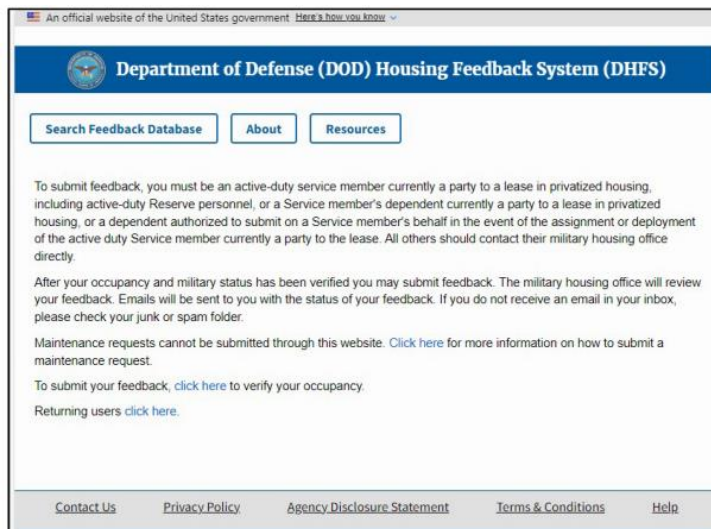
The Department of Defense Housing Feedback System (DHFS) is a public website for active-duty service members currently living in privatized family housing, their dependents, or others authorized to act on their behalf to submit feedback about their current privatized housing unit. <https://www.dhfs.mil/rfs/>



The DHFS website will collect the tenant's feedback about the privatized family housing unit & provide that feedback to the landlord. The landlord will be able to review their tenant's feedback & provide a response.



MHO staff will review the tenant's feedback & the landlord's response prior to publication on DHFS. The detailed comments from the tenant & the landlord will be stored in the DHFS database & will be publicly available on the DHFS website.



**A Login.gov account will be required for the tenant to submit feedback or for the landlord to submit a response on the DHFS website.**

**When the tenant's feedback is published by the MHO, it will be available to the public. When the landlord's response is published by the MHO, it and the tenants feedback will be available to the public.**

# 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>