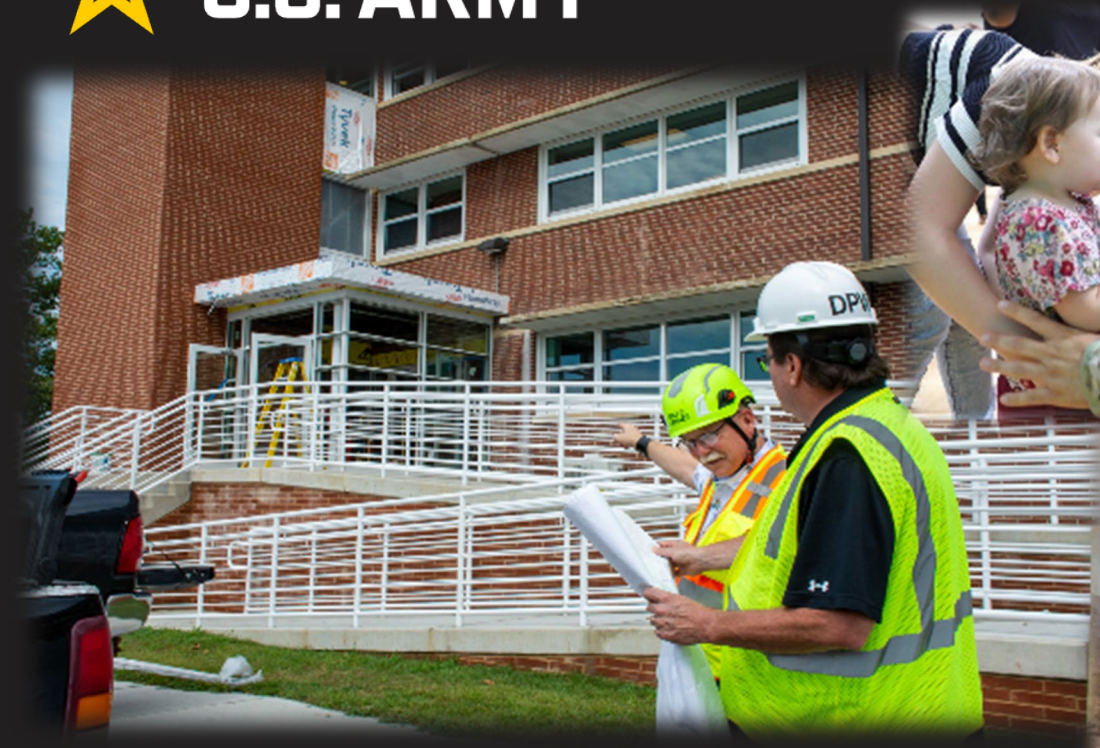
U.S. ARMY







Military Housing Office (MHO)
Plain Language Brief (PLB)

ARMY HOUSING
Housing America's Soldiers and Families

WE ARE THE ARMY'S HOME

SUSTAIN SUPPORT DEFEND

U.S. Army Garrison Fort Benning
U.S. Army Installation Management Command

As of: 5 October 2026
Plain Language Brief_ Version I

POC: Mr. John J. Strange Jr.,
706-545-3803

Plain Language Brief Explained

The Military Housing Privatization Initiative (MHPI) *Tenant Bill of Rights* requires the Garrison Military Housing Office (MHO) to provide a plain language brief presenting the facts on tenants' rights and responsibilities associated with tenancy of the housing unit to all residents of privatized housing prior to lease signing and again 30 days after move-in on all rights and responsibilities.

"The Department of Defense is fully committed to ensuring that associated with tenancy of the housing unit, including 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."

Garrison Points of Contact

- The Fort Benning MHO staff are employed by the Army to assist Service Members and their families with housing matters and advocate on their behalf with community partners/agencies both on and off the installation
- The Military Housing Chief reports directly to the Director of Public Works and Garrison leadership
- The MHO provides oversight of the privatized on-post housing project managed by the privatized housing company and provides tenant/landlord dispute services
- The MHO provides referral services to Service Members and families that reside or are seeking to reside off the installation

Garrison Leadership:

- Garrison Commander: COL Justin Daubert, justin.e.daubert.mil@army.mil
- Garrison Command Sergeants Major: CSM Andrew Pitman, andrew.j.pitman.mil@army.mil
- Garrison Deputy Garrison Cdr/Mgr: Mr. Kevin R. Clarke, Jr., kevin.r.clarke.civ@army.mil
- Garrison Military Housing Office (MHO) Chief: Mr. John J. Strange, john.j.strange.civ@army.mil
- Military Housing Office: usarmy.benning.usag.mbx.housing@army.mil

Project Company Contacts

- The Michaels Organization is the Privatized Housing Provider (PHP) and managing member that owns and manages the Family housing on this installation
  - Heritage Landing is the property management company that manages the day-to-day operations of the privatized housing to include ensuring prompt and professional maintenance and repair, property concerns, and rent/billing issues. This is your landlord for privatized housing.

- Heritage Landing Contacts:
  - Community Director: Mrs. Noelle Keith nkeith@tmo.com
  - Facilities Director: Mrs. Britney Fellows, bsmith1@tmo.com
  - Heritage Landing Community Managers:

    Custer & Upatoi: Ms. Maggie Portillo, mportillo@tmo.com
    Davis & Bouton: Ms. Cammie Artis, cartis@tmo.com
    East Main Post: Ms. Beth Hocking, bboles@tmo.com
    Indianhead & McDonald: Ms. Cyndi Silva, csilva@tmo.com
    McGraw & Porter: Ms. Melanie Kolstad, mkolstad@tmo.com
    Patton: Ms. Courtney Mercer, cmercer@tmo.com

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Tenant Bill of Rights

In 2020, laws were passed to assure military tenants basic rights to:

- Reside in a housing unit and a community that meets applicable health and environmental standards.
- 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.
- A previous seven-year maintenance history of the prospective housing unit within two business days after making request before signing a lease. 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.
- 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.
- A plain-language briefing, before signing a lease and 30 days after move-in, by the MHO 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.
- Given 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.
- Report inadequate housing standards or deficits (deficiencies) in habitability of the housing unit to the Landlord, the chain of command, and Installation housing office without fear of reprisal or retaliation.

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Tenant Bill of Rights

- Access a military tenant advocate or a military legal assistance attorney, through the MHO to assist in the preparation of requests to initiate a dispute resolution. This includes the ability to submit a request to withhold payments during the formal dispute resolution process.
- Receive property management services provided by the Landlord that meet or exceed industry standards and that are performed by professionally and appropriately trained responsive and courteous customer service and maintenance staff.
- Have multiple, convenient methods to communicate directly with the Landlord maintenance staff, and to receive consistent, honest, accurate, straightforward and responsive communications.
- 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.
    - The Maintenance Shop Contact Number: (706) 685-3929
    - Maintenance Shop Location: Building 280, 6701 Transportation Street, Fort Benning, GA 31905
    - Maintenance Website: https://liveatheritagelanding.com
    - Maintenance Email: heritagelandingmaintenance@tmo.com
    - Maintenance Application: Rent Cafe
- Prompt and professional maintenance and repair, to be informed of the required time frame for maintenance and repairs when a maintenance request is submitted and when maintenance or repairs are 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.

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Tenant Bill of Rights

- 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 the Landlord.
    - Installation Legal Office : 6930 Morrison Road, Fort Benning, GA 31905 / (706)-545-3281
- Enter into a dispute resolution process should all other methods be exhausted and, in which case, a decision in favor of the tenant may include a reduction in rent or an amount to be reimbursed or credited to the tenant.
- Have your basic allowance housing payments segregated and held in escrow, with approval of a designated commander, and not used by the property owner, property manager, or landlord pending completion of the dispute resolution process.
- Have reasonable advance notice of any entrance by the Landlord, Installation housing staff, or chain of command into the housing unit of no less than 24 hours, except in the case of an emergency or abandonment of the housing unit.
- Not pay non-refundable fees or have application of rent credits arbitrarily withheld.
- Expect common documents, forms, and processes for housing units will be the same for all Army Installations, to the maximum extent applicable without violating local, state, or federal regulations.

Note: Tenants seeking assistance with housing issues should continue to engage their garrison MHO, installation leadership, and/or chain of command.

Tenant Responsibility

Per your lease, it is your responsibility to:

- Report in a timely manner any apparent environmental, safety, or health hazards of the home and any defective, broken, damaged, or malfunctioning building systems, fixtures, appliances, or other parts of the home, common areas, or related facilities to the landlord.
- Maintain standard upkeep of the home as instructed by the property management company.
- 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 unlawful activity in the home or common areas.
- The Property Management Resident Handbook provides specific information. The resident handbook can be found online link at: https://drive.google.com/file/d/1vZhWnkW7RXfgI0AkjGBTcBwvpWuUqGMd/view
- Allow the landlord reasonable access to the rental home in accordance with the terms of the tenant lease agreement to make necessary repairs in a timely manner.
- Read all lease-related materials provided by the landlord and to comply with the terms of the lease agreement, lease addenda, and any associated rules and guidelines.

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Work Order Process

Fort Benning Family Homes

- To alert the Landlord Heritage Landing of maintenance issues:
  - Emergency or Urgent work orders – Call in immediately to: (706) 685-3929
  - Routine work orders – Call or enter online through the Resident Portal
  - The Resident Portal is available online https://liveatheritagelanding.com or download the Rent Café Resident App in the App Store or on Google Play

    https://benn0-rentcafewebsite.securecafe.com/residentservices/benn0/userlogin.aspx

    Track progress of work orders by viewing information in the Rent Café Resident App
- Work order or maintenance ticket will be closed once tenant signs off stating that the work was completed
- Important to contact Heritage Landing to report maintenance issues right away
- Contact Heritage Landing to report emergency, urgent, routine work orders, trouble calls, safety concerns, or resident compliance issues

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Types of Service Calls

Types of Service Calls	Examples	Response Time
Emergency • Critical safety, life threatening issues • Resident with a medical requirement for stable temp levels	Gas leaks, fire, power outage, sewage back-up, flood, only toilet inoperable	• 1 hour response • Available 24/7/365
Urgent • Habitability Issue	Broken window, garage door inoperable, kitchen sink back-up, light-fixtures not working, Refrigerator inoperable	• 4-hour initial response
Routine • Convenience • Unit care issues	Single burner inoperable, repair screens, light bulb replacement	• 72 working day initial response

*Depending on parts

U.S. ARMY Dispute Resolution

As a general principle of dispute resolution, residents are encouraged to attempt to address matters at the lowest levels first, before escalating, beginning at Local Dispute Resolution, and if not resolved, Informal Dispute Resolution, then Formal Dispute Resolution as outlined below.

Local Dispute Resolution
- Residents first POC is Heritage Landing Community Management Office
- Escalation locally IAW next slide (ICE Comment; Contact Military Housing Office Resident Liaison)
- Military Housing Office Resident Liaison - 706-545-3921

Informal Dispute Resolution
- IAW Schedule 3 of the Universal Lease
- May address issues regarding lease terms and other matters, e.g., personal property damage claims
- Must attempt local dispute resolution first.
- Garrison Commander conducts mediation; Mediation generally concludes within 10-12 days
- Resident POC: Military Housing Office Chief; 706-545-3803; john.j.strange.civ@army.mil

Formal Dispute Resolution
- May be initiated if Garrison Commander conducts mediation and resident is still unsatisfied
- Matter is then referred to IMCOM CG
- Mediation generally concludes within 45 days
- Resident POC: Garrison Military Housing Office; 706-626-2002; usarmy.benning.usag.mbx.housing@army.mil

Local Dispute Resolution

How can we help?

Any resident suggestion, concern, or complaint is important to us! If you are not satisfied with any service, we have a three-step issue resolution process:

Army Advocates
Interactive Customer Evaluation
- ice.disa.mil (Fort Benning; Housing)
Military Housing Office Email
usarmy.benning.usag.mbx.housing@army.mil
MCOE Housing Hotline
- 706-626-2002

Heritage Landing Leadership
Resident Engagement Manager
- 706-685-7848
- amanibusan@tmo.com
Heritage Landing Community Director
- nkeith@tmo.com

Heritage Landing Community Managers
Custer Village: 706-685-3930
Davis/Bouton Village: 706-685-3940
East Main Post: 706-685-3926
Indianhead Village: 706-685-3933
McGraw Village: 706-685-3935
Patton Village: 706-610-5500

Let us know how we're doing!
Please feel free to leave an ICE comment.

FORT BENNING MILITARY HOUSING DIVISION Website: https://www.benning.army.mil/Garrison/Housing/

Informal Dispute Resolution

The ***informal dispute resolution process*** is a measured approach intended to resolve disputes at the garrison level that may be used to resolve disputes pertaining to the lease as well as issues that fall outside the specific parameters of the lease document, such as personal property claims.

The tenant may submit a completed ***informal dispute resolution*** request form with any documents that support the dispute to the MHO.

- An ***informal dispute resolution*** form is available at the MHO.
- Tenants may also visit the garrison ***Installation legal office*** to seek assistance in completing the ***informal dispute resolution form***.
- The Garrison Commander will serve as the mediator between the property owner and tenant in an effort to resolve the dispute at the local level, normally within 10 business days.

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Formal Dispute Resolution

The ***formal dispute resolution process*** allows eligible tenants to obtain prompt and fair resolution of housing disputes concerning rights and responsibilities set forth in the lease that could not be resolved through the informal dispute process.

- A ***formal dispute resolution*** form is available at the MHO.
- The tenant may submit a completed ***formal dispute resolution*** request form with any documents that support the dispute to the MHO. Tenants may also visit the Installation legal office to seek assistance in completing the ***formal dispute resolution*** form.
- The ***formal dispute resolution*** may include a home inspection. If the tenant fails to grant access to the premises for inspection the formal dispute resolution process shall terminate, and no decision will be rendered.
- The Commanding General, HQ IMCOM, is the Deciding Authority and will generally render a decision within 30 days, but not later than 60 days.
- Tenants may request “rent segregation” for up to 60 days while the dispute is being reviewed.
- The ***formal dispute resolution*** eligibility is limited to military members, their spouse or other eligible individual who qualifies as a “tenant” as defined in 10 USC Section 2871.
- Tenants may seek legal advice or dispute resolution through any remedy available by law, except that Tenant and Owner shall not pursue such remedy available in law while a formal dispute resolution under this process is pending.

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Housing Services Office (HSO)

The goal of the HSO is to implement and maintain a high-quality worldwide resource for relocation services that is innovative, comprehensive, and the first choice of information and support when Soldiers and families relocate.

- Non-discriminatory listings of adequate and affordable rental and for-sale housing
- Administration of the Rental Partnership Program (RPP)
- Counseling/referral on eligible installation services, e.g., legal, education, Exceptional Family Member Program
- Preliminary inquiries to validate housing discrimination complaints
- Liaison with community and government officials / organizations on and off post
- Housing data exchange with other DoD housing offices
- Home buying counseling
- Landlord-tenant dispute resolution
- Basic Allowance for Housing (BAH) data submission
- Administrative assistance with utility company fees/deposits, connections, and billings
- Informational briefings (in- and out-processing, entitlements),community outreach
- Liaisons with Army Community Services in support of the Housing Relocation Assistance Program

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Additional Information

- Tenants are permitted to anchor any furniture, television, or large appliance to the wall of the unit for purposes of preventing such item from tipping over without incurring a penalty or obligation to repair the wall upon vacating the unit if the Landlord does not anchor the furniture for the tenant.
- Please refer to the next slide for locations of Heritage Landing Leasing Center and the Military Housing Office.

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Military Housing Office



35 Ridgway Loop, Room 385
Fort Benning, GA 31905

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Heritage Landing Welcome Center



601 Lumpkin Ave
Fort Benning, GA 31905

DOD Housing Feedback System

- Section 3016(b) of the Fiscal Year (FY) 2020 National Defense Authorization Act (Public Law 116-92) added a new section 2894a to title 10 United States Code (10 U.S.C.) that requires the Department of Defense (DoD) establish a publicly available database that permits privatized housing tenants to file a complaint regarding their housing unit.
- To satisfy this requirement, the Department developed the DoD Housing Feedback System (DHFS) to enable Military Housing Privatization Initiative (MHPI) tenants to submit complaints, compliments and/or “feedback.”
- Publicly accessible information in the DHFS regarding tenant feedback includes the name of the installation where the housing unit is located, the name of the privatized housing landlord responsible for the unit, and a description of the feedback nature.
- The DHFS can be accessed at **https://www.dhfs.mil.**