



U.S. ARMY



Installation Housing Office Plain Language Briefing

USAG Fort Bliss

As of 22 June 2022



Welcome to the Army Housing Office (AHO)

- The Fort Bliss Army Housing Office 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 Housing Service Office (HSO) provides referral services and tenant/landlord dispute services
- The AHO provides oversight of the privatized company managing on post housing and provides tenant/landlord dispute services
- The Military Housing Chief manages the AHO and reports directly to the Director, Public Works and Garrison leadership

Garrison Leadership

Garrison Commander: COL Brady, James

Garrison Command Sergeants Major: CSM Gonzalez, Gerardo Garrison

Deputy Garrison Commander/Manager: Ms. Aurora Castaneda

Military Housing Office: usarmy.bliss.id-readiness.mbx.imcom-dpw-housing@mail.mil or 915-568-2898





Privatized Housing

- Balfour Beatty Communities (BBC), sometimes referred to as the Residential Communities Initiative (RCI) Company, is the privatized company that owns and manages the Family housing on this installation
- Fort Bliss Family Homes is the private partner and managing member of BBC
- Fort Bliss Family Homes 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
- Fort Bliss Family Homes is your landlord for privatized housing

Fort Bliss Family Homes - Leasing
1991 Marshall Road
(915) 564-0795
blissleasing@bbcgrp.com





Privatized Housing - Tenant Bill of Rights



Military Housing Privatization Initiative Tenant Bill of Rights

The Department of Defense is fully committed to ensuring our Nation's most valued resource—its military service members and their families—have access to safe, quality, and well-maintained homes and communities on DoD installations.

The National Defense Authorization Act for Fiscal Year 2020 set out eighteen rights of military service members and their families (Tenants) residing in privatized housing. The Department of Defense commits to ensuring that privatized housing Tenants receive quality housing and fair treatment from the Military Housing Privatization Initiative project owners (MHPI companies) that operate and maintain privatized housing.

It is paramount that residents receive the full benefit of each right. The Department of Defense, through each of its Military Departments, will work diligently and expeditiously to develop the processes and procedures needed to implement these rights and make Tenants aware of them. However, many of the rights set forth by Congress pertain to legal matters that do not lend themselves to unilateral action by the Department. To the extent it is not already the case, the Military Departments commit to working with the MHPI companies to incorporate these rights and procedures into appropriate project legal documents. In some cases, more work is required before the benefits of these rights are fully available to tenants.

The Department commits to providing the full benefit of the following 15 rights by May 1, 2020.

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 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.
4. 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.
5. 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.
6. 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.

7. The right of access to a Military Tenant Advocate or a military legal assistance attorney, through the housing management office of the installation of the Department at which the housing unit is located to assist in the preparation of requests to initiate dispute resolution.
8. 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.
9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. The right to not pay non-refundable fees or have application of rent credits arbitrarily held.
15. 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.

With respect to the remaining three rights—access to maintenance history, process for dispute resolution, and withholding of rent until disputes are resolved—the Department will continue to work with the MHPI companies and, as necessary, Congress to ensure the benefits of these rights are fully available. While the Department develops standardized, formal processes for these rights, service members and their families will be able to leverage the support available from their respective Military Departments to address and resolve relevant housing issues. Tenants seeking assistance should continue to engage their housing office, installation leadership, or chain of command.

Mark T. Esper
Secretary of Defense

Ryan D. McCarthy
Secretary of the Army

Thomas B. Modly
Acting Secretary of the Navy

Barbara M. Barrett
Secretary of the Air Force

* Copy is available upon request





Privatized Housing - Tenant Bill of Rights

The Military Housing Privatization Initiative **Tenant Bill of Rights** requires the AHO to provide a plain language brief to all residents of privatized housing prior to lease signing and again 30 days after move-in on all rights and responsibilities associated with tenancy of the housing unit.

- You have the right to reside in a housing unit and a community that meets applicable health and environmental standards. (Right 1)
- You have 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 space. (Right 2)
- The right to be provided with a maintenance history of the prospective housing unit before signing a lease, as provided in section 2892a of this title. (Right 3)
- You have 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. (Right 4)
- 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. (Right 5)
- You have 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. (Right 6)





Privatized Housing - Tenant Bill of Rights

- You have the right to report inadequate housing standards or deficits in habitability of the housing unit to the Landlord, the chain of command, and Installation housing office without fear of reprisal or realization, including (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; (F) interference with the career of the tenant. (Right 7)
- You have the right to access to a military tenant advocate or a military legal assistance attorney, through the Installation housing office to assist in the preparation of requests to initiate dispute resolution, including the ability to submit a request to withhold payments during the resolution process. (Right 8)
 - Tenants are required to attempt to resolve disputes informally either through an informal dispute resolution process or as identified in the tenant lease. If the dispute cannot be resolved informally a tenant may then file a request for formal dispute resolution
 - The Fort Bliss procedures for requesting informal and formal dispute resolution processes can be found at: <https://www.housing.army.mil/#!pg=post&sp=welcome>
 - The AHO staff are able to provide the dispute resolution process instructions and forms and can assist tenants in completing the request and explain the procedures
 - Additional details are available later in this briefing





Privatized Housing - Tenant Bill of Rights

- The right to 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. (Right 9)
 - The Fort Bliss AHO serves as your Military Tenant Advocate
 - AHO Office: (915) 568-2898
 - AHO email: usarmy.bliss.id-readiness.mbx.imcom-dpw-housing@mail.mil
- You have the right to have multiple, convenient methods to communicate directly with the privatized Landlord maintenance staff, and to receive consistent, honest, accurate, straightforward and responsive communications. (Right 10)





Privatized Housing - Tenant Bill of Rights

- You have 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. (Right 11)
- Fort Bliss Family Homes:
 - Maintenance Department: (915) 564-0459
 - Maintenance Department Location: 6601 Lutes, El Paso, TX 79906
 - Maintenance Department Website:
<https://www.fortblissfamilyhomes.com/>
 - Maintenance Department Application: RENT Café Resident
- You have the right to the following: (A) prompt and professional maintenance and repair; (B) to be informed of the required time frame for maintenance and 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. (Right 12)





Privatized Housing - Tenant Bill of Rights

▪ Displaced Resident Policies

- ASAIE&E Memorandum, SAIE, Feb 14, 2020, Army Residential Communities Initiative Company Minimum Standard Resident Displacement Guidelines
- ASAIE&E Memorandum, SAIE, Jan 23, 2020, Subject: Procedures for Approving Privatized Housing Habitability after Remediation, Mitigation, Stabilization and abatement
- IMCOM Memorandum, Headquarters Installation Management Command, IMPW-H, Jan 31 2020, subject: Procedures for Certifying Housing Habitability for Army Family Housing, Leased Housing, Unaccompanied Housing and Privatized Homes
- IMCOM Memorandum, Headquarters Installation Management Command, IMPW-H, Mar 11 2020, subject: Command Guidance Army Residential Communities Initiative (RCI) Company Minimum Standard Resident Displacement Guidelines
- ASAIE&E Memorandum, Mar 9, 2020, Housing Maintenance Quality Assurance & Environmental Hazard Oversight Program Implementation Guidance
 - “Housing Maintenance Quality Assurance and Environmental Hazard Oversight Program” provides clear standards and details of required oversight of Army housing maintenance
- You have 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 the Landlord. (Right 13)
 - Legal Assistance Office: (915) 568-7141, usarmy.bliss.hqda-otjag.mesg.bliss-legal-assistance-office@army.mil





Privatized Housing - Tenant Bill of Rights

- Contact Fort Bliss Family Homes to report maintenance issues right away:
 - Emergency, urgent, routine work orders
 - Trouble calls
 - Safety concerns
 - Resident compliance issues
- Emergency and urgent work orders should be called in immediately to: (915) 564-0459
- Routine work orders can be entered by:
 - Accessing Resident Portal online at <https://www.fortblissfamilyhomes.com/>
 - Or downloading RENTCafé Resident app in your phone's app store
 - Residents will be given 48 hours advance notice from Fort Bliss Family Homes before entering a resident's home for a non-emergency situation
 - Work order or maintenance ticket to be closed only once the tenant and AHO signs off





Privatized Housing - Tenant Bill of Rights

Type of Work Order	Examples	Response Time *Depending on Parts
Emergency <ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Initial response within 30 minutes• Available 24/7/365
Urgent <ul style="list-style-type: none">• Habitability issue	Broken window, garage door inoperable, kitchen sink back-up, light-fixtures not working, refrigerator inoperable	<ul style="list-style-type: none">• Initial response within 30 minutes (or 2 hours if it's after hours)
Routine <ul style="list-style-type: none">• Convenience• Unit care issues	Single burner inoperable, repair screens, light bulb replacement	<ul style="list-style-type: none">• Work completed within 48 working hours*





Privatized Housing - Tenant Bill of Rights



EMERGENCY/ URGENT WORK ORDERS

Call in *immediately*
to the maintenance team



ROUTINE WORK ORDERS

Promptly submit online
via Resident Portal
(access on our website or
Rent Café Resident app)

Can upload photos



TRACK STATUS/PROGRESS

Through Resident Portal



RESIDENT SIGN OFF

Work orders remain
open until resident signs
off on completion



COMPLETION

Team calls resident to
ensure satisfaction,
check for questions or
updates

Online satisfaction
survey issued





Privatized Housing - Tenant Bill of Rights

- The right to enter into a dispute resolution process, as provided in section 2894 of this title, 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. (Right 14)
- The right to have the tenant's 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. (Right 15)
- The right to have reasonable advance notice of any entrance by the 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. (Right 16)
- The right to not pay non-refundable fees or have application of rent credits arbitrarily withheld. (Right 17)
- The right to 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. (Right 18)



Privatized Housing – Tenant Responsibilities



U.S. ARMY



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.

* Copy is available upon request





Privatized Housing – Tenant Responsibilities

- The Military Housing Privatization Initiative Tenant Bill of Rights highlights 5 important responsibilities for Service Members and their Families while they reside in privatized family housing.
 1. 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. The responsibility to maintain standard upkeep of the home as instructed by the housing management office.





Privatized Housing – Tenant Responsibilities

3. 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.
 - Residents are encouraged to report any issues or concerns regarding neighbor actions or violations of community policies as outlined in the Resident Guide to the Kelly Park Office located at 1991 Marshall Rd, El Paso, TX 79906, 915-564-0795 or <https://www.fortblissfamilyhomes.com/>
 - The Resident Guide can be found in the Resident Portal under the “Community Info” tab
4. 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. 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.





Privatized Housing – Informal Dispute Resolution

- The ***Informal Dispute Resolution*** 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.
- Tenants shall attempt to resolve disputes by bringing the dispute or concern to the owner. If the tenant and owner are unable to resolve the issue satisfactorily, then the tenant shall attempt to resolve the dispute through the ***Informal Dispute Resolution*** process.
- The tenant may submit an ***Informal Dispute Resolution*** request by submitting to the AHO a completed request form with any documents that support the dispute and a description of the dispute.
- An ***Informal Dispute Resolution*** form is available at the AHO, who is available to assist residents in completing the form. Tenants may also visit the Garrison Staff Judge Advocate's office to seek their assistance in completing the ***Informal Dispute Resolution*** form.
- The ***Informal Dispute Resolution*** form is also available on-line at:
<https://www.housing.army.mil/#!pg=post&sp=tdrp>
- The Garrison Commander will review the request and 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.





Privatized Housing – 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, including maintenance, repairs, rental payments, displacement rights, lease termination, inspections, or fees and charges.
- The tenant may submit a **Formal Dispute Resolution** request by submitting to the AHO a completed request form with any documents that support the dispute and a description of the dispute.
- 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.
- Tenants may request “rent segregation” for up to 60 days while the dispute is being reviewed.
- The HQ IMCOM Commanding General is the Deciding Authority and will generally render a decision within 30 days but no later than 60 days.
- A **Formal Dispute Resolution** form are available at the AHO, who is available to assist residents in completing the form. Tenants may also visit the Garrison Staff Judge Advocate’s office to seek their assistance in completing the **Formal Dispute Resolution** form.
- The **Formal Dispute Resolution** form is also available on-line at:
<https://www.housing.army.mil/#!pg=post&sp=tdrp>
- The **Formal Dispute Resolution** eligibility is limited to military members, their spouse or other eligible individuals who qualify 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.





Garrison 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
- Counseling/referral on eligible installation services (i.e. 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
- Liaisons with Army Community Services in support of the Housing Relocation Assistance Program
- Housing market area data for use in developing market analyses Rental negotiations and lease review





Garrison Housing Services Office (HSO)

One-stop, full service from arrival to departure for the following:

- Home buying counseling
- Landlord-Tenant dispute resolution
- Basic Allowance for Housing (BAH) data submission
- Property inspections
- Administrative assistance with utility company fees/deposits, connections, and billings
- Informational briefings (in/out processing, entitlements), community outreach





Fort Bliss Family Homes

- Two, three and four-bedroom floor plans available
- Pet-friendly
- Curbside trash/recycling pick-up
- Lawn care services
- Resident activities and events
- Ample amenities
 - Baseball fields
 - Basketball courts
 - Community centers
 - Dog parks
 - Fitness centers
 - Game room
 - Miniature golf course
 - Playgrounds and parks with covered pavilions
 - Pools
 - Recreational trails
 - Sand volleyball courts
 - Splash parks





End of Brief

