



Army Housing Office Plain Language Brief (PLB)



WE ARE THE ARMY'S HOME



Controlled by: HQ IMCOM
Controlled by: AMIM-G3

CUI Category: OPSEC

Limited Dissemination Control: DL ONLY

POC: FT BRAGG HSO / 910-396-1022

Installation Ft. Bragg
U.S. Army Installation Management Command

The Military Housing Privatization Initiative (MHPI) *Tenant Bill of Rights* requires the Garrison AHO 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."



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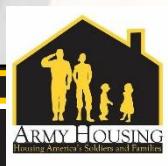
Garrison Points of Contact

- The Fort Bragg Army Housing Office (AHO) 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 Army Housing Chief reports directly to the Director, Public Works and Garrison leadership
- The AHO provides oversight of the privatized on post housing **project** managed by the privatized housing company and provides tenant/landlord dispute services
- The AHO provides referral services to Service Members and families that reside or are seeking to reside off the installation

Garrison Leadership

- Garrison Commander: COL K. CHAD MIXON
- Garrison Command Sergeant Major: CSM DANIEL SCOTT
- Deputy Garrison Commander/Manager: MS. CATHERINE MILLER

Army Housing Office
901 Stiner Road
Fort Bragg, NC 28310
Tel: 910-396-1075
<https://home.army.mil/bragg/about/garrison/directorate-public-works/dpw-ho/RCI>



- Corvias is the privatized company that owns and manages the Family or Privatized Unaccompanied housing on this installation
 - Corvias is the private partner and managing member of Airborne Communities, LLC and your landlord.
 - Airborne Communities, LLC 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, addressing of property concerns, and rent/billing issues.

Corvias Contacts and Contact Numbers:

- Operations Director: VANESSA GREENE (910) 764-4500
- Assistant Operations Director: MERCEDES CASTILLO (910) 764-4500
- Maintenance Supervisor: KENNETH PATTERSON (910) 764-4500





Project Company Contacts

Corvias Program Office
903 Stiner Road
Fort Bragg, NC 28307
Phone: (910) 764-4500

Corvias Leasing Office
Phone: (910) 495-0878
Email: braggrelocation@corvias.com

Ardennes / Pope / Bataan Neighborhood Center
101 Varsity Street
Fort Bragg, NC 28307
Phone: (910) 436-6054
Fax: (910) 436-1364
Email: ardennes@corvias.com

Casablanca Neighborhood Center
625 S Lucas Drive
Fort Bragg, NC 28307
Phone: (910) 495-0120
Fax: (910) 495-0806
Email: casablanca.nhc@corvias.com

Corregidor Neighborhood Center
301 N Dougherty Drive
Fort Bragg, NC 28307
Phone: (910) 497-6255
Fax: (910) 497-6991
Email: corregidor@corvias.com

Hammond Hills Neighborhood Center
70 Bastogne Drive
Fort Bragg, NC 28307
Phone: (910) 436-4066
Fax: (910) 436-2611
Email: hammondhills@corvias.com

Hours of Operation: M-F 8:00 am – 5:00 pm

Linden Oaks Clubhouse Neighborhood Center
2 Duplin Street
Cameron, NC 28326
Phone: (910) 764-4932
Fax: (910) 925-0120
Email: lindenoaksclubhouse@corvias.com

Linden Oaks Lodge Neighborhood Center
1 Hilltopper Street
Cameron, NC 28326
Phone: (910) 764-5000
Fax: (910) 925-0400
Email: linden.oaks@corvias.com

Nijmegen Neighborhood Center
2 Douve Place
Fort Bragg, NC 28307
Phone: (910) 436-4743
Fax: (910) 436-2950
Email: nijmegen@corvias.com

Normandy / Bastogne Neighborhood Office
27 Hunt Street
Fort Bragg, NC 28307
Phone: (910) 436-3125
Fax: (910) 436-5767
Email: normandy@corvias.com

Randolph Pointe
2850 Compass Court
Fort Bragg, NC 28307
Phone: (910) 764-5008
Fax: (910) 436-2609
Email: randolphpointe@corvias.com

Ste Mere Eglise Neighborhood Center
7905 Sicily Drive
Fort Bragg, NC 28307
Phone: (910) 497-0510
Fax: (910) 497-0540
Email: stemereeglise@corvias.com

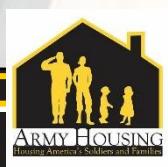


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In 2020, laws were passed to assure military tenants basic rights to:

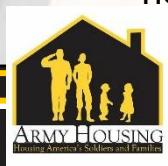
- Reside in a housing unit and a community that meets applicable health and environmental standards.
- Reside in a housing unit that has working fixtures, appliances, and utilities and to reside in a community with well-maintained common areas and amenity spaces.
- A previous seven-year maintenance history 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 AHO 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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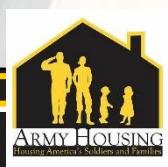


- Access a military tenant advocate or a military legal assistance attorney, through the AHO to assist in the preparation of requests to initiate a dispute resolution. This includes the ability to submit a request to withhold payments during the formal dispute resolution process.
- Receive property management 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.
 - Corvias Maintenance Contact Information:
 - Maintenance Shop Contact Number: 866-206-1365
 - Maintenance Shop Location: 51 SKYTRAIN DRIVE, FORT BRAGG, NC 28307
 - Maintenance Website: <HTTPS://BRAGG.CORVIASPM.COM>
 - Maintenance Application: <HTTPS://BRAGG.RESIDENTPORTAL.COM>
- 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.



- 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 : SJA Office POC: 910-396-6113
- 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 AHO, installation leadership, and/or chain of command.





State-Specific Addendum

North Carolina

This Community Specific Addendum shall serve as an Addendum to that certain MHPI Military Member Lease Agreement (the "Lease") dated as of 07/01/2024 (the "Effective Date"), between ("Tenant") and **Airborne Communities, LLC** ("Owner"), regarding property located at (the "Premises"). Any capitalized terms used herein but not defined shall have the meaning set forth in the Lease. This Community Specific Addendum shall be dated as of the Effective Date. The Tenant and Owner hereby agree as follows:

1. Move-in / Move-Out Inspection (Section 3):

No modifications to Section 3 of the Lease.

2. Rent (Section 4):

Rent and all other charges owed by Tenant and not paid by a Rent Payment Service Option or Allotment shall be payable by personal check, certified check, money order, automated clearing house or through Owner's online/website or smart device application.

3. Security Deposit (Section 4.D):

Section 4.D of the Lease is amended as follow in its entirety:

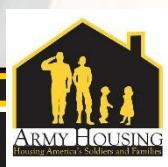
Tenant may be required to pay a security deposit, if any, as more particularly set forth on Schedule 1. Such security deposit shall be held and administered by Owner in accordance with the North Carolina Tenant Security Deposit Act (N.C.G.S. § 42-50 et. seq.).

All or any portion of the security deposit may be used, as reasonably necessary, to: (i) cure Tenant's default in payment of Rent (which includes late charges, non-sufficient funds fees or other sums due); (ii) repair damage, excluding ordinary wear and tear, caused by Tenant or by a guest or licensee of Tenant; (iii) clean Premises, if necessary, upon termination of the Lease; and (iv) replace or return personal property or appurtenances.

SECURITY DEPOSIT SHALL NOT BE USED BY TENANT IN LIEU OF PAYMENT OF LAST MONTH'S RENT. If all or any portion of the security deposit is used during the term of this Lease, Tenant agrees to reinstate the security deposit within five days after written notice is delivered to Tenant. Within three weeks after Tenant vacates the Premises, Owner shall furnish or return by personal delivery or first class mail postage prepaid to Tenant: (1) an itemized statement indicating the amount of any security deposit received and the basis for its disposition; and (2) any remaining portion of the security deposit.

Security deposit will not be returned until Tenant has vacated the Premises. Any security deposit returned by check shall be made out to the Tenant named on this Lease, or as subsequently modified.

Any security deposit shall be deposited in a trust account with any insured depository institution or a trust institution authorized to do business in the state of North Carolina, or the Owner may, at Owner's option, furnish a bond from an insurance company licensed to do business in the state of North Carolina. No interest will be paid on security deposit. The security deposit, in Owner's discretion, may be deposited in an interest-bearing account with the bank or savings institution and any interest earned shall accrue for the benefit of, and shall be paid to, the Owner, or as the Owner directs. **Unless the bank or insurance company is otherwise identified in this Lease (which in such event shall fully satisfy Owner's notice obligations hereinafter provided), the Owner shall notify Tenant within thirty (30) days after the beginning of the lease term of the name and address of the bank or institution where the Tenant's security deposit is located or the name of the insurance company providing the bond.**



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4. Fees (Section 5):

a. Section 5.A of the Lease is amended as follows in its entirety:

Late Fee. If Tenant fails to pay Rent within five (5) days of when due, then Tenant shall pay a late fee for such late payment in an amount equal to \$15.00 or 5% of monthly rent owed, whichever is greater. N.C. Gen. Stat. § 42-46(a).

b. Section 5B of the Lease is amended in its entirety as follows:

Other Fees. Subject to applicable law, Tenant will be responsible for payment of fees included below and listed in the Fee Schedule (Schedule 2), which is attached hereto and incorporated herein. Owner may not revise such Fee Schedule (Schedule 2) without the written consent of Tenant or MHO. Any changes in type or amount of any fee made without the written consent of the Tenant shall be effective only after thirty (30) calendar days' written notice of such changes is given to Tenant. Such notice may be in the form of email communications, newsletters, or other written means delivered directly to Tenant specified in the Community Specific Addendum.

i. *Returned Check Fee.* For any check returned by the financial institution for insufficient funds, Tenant shall pay Owner a \$35.00 returned check fee. N.C. Gen. Stat. § 25-3-506.

ii. *Summary Ejectment Fees (N.C. Gen. Stat. §§ 42-46(e)-(g)).* If a summary ejectment proceeding is instituted against Tenant, in addition to any court costs and past-due rent that may be awarded, Tenant shall pay Owner, at Owner's option, one of the following fees:

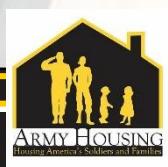
1. A "Complaint Filing Fee" equal to \$15.00 or 5% of the monthly rent, whichever is greater; or
2. A "Court Appearance Fee" equal to 10% of the monthly rent; or
3. A "Second Trial Fee" equal to 12% of the monthly rent.

5. Maintenance and Repairs (Section 7E)

Reasonable Accommodations and/or Modifications. If an accommodation or modification is needed to provide full enjoyment of the premises occupied or to be occupied by a person with a disability, the request should be submitted in writing to the Community Manager. A response to the request will be provided within five (5) business days. Accommodations and/or modifications will be made in accordance with applicable laws. An addendum to the Lease will accompany requests for reasonable accommodations and modifications. For additional information, please see Section 7 (E) of the Lease.

6. Right to Relocate (Section 8):

Tenant may request a move to a different premises in another "Housing Category": (i) for the Tenant's military pay grade in the event of promotion or demotion, or (ii) if the Tenant's bedroom qualification changes. In either case, the move would be voluntary and at the Tenant's expense.



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a. If any change of status or condition causes Tenant to lose housing eligibility and Tenant desires to remain in the Premises, then Tenant must submit a request for retention of the Premises to the MHO within fifteen (15) days of the change in status. The Installation Commander may approve or deny the retention request. If the Installation Commander approves, Tenant must then submit the request for retention of the Premises to the Community Manager, who will make the final decision on the retention. If retention is denied by either the Installation Commander or the Community Manager, then Tenant and all Occupants must vacate the Premises within thirty (30) days from receipt of denial. If retention is approved:

- i. The determination of Rent shall be in accordance with this Agreement.
- ii. If Tenant is still receiving BAH, then Rent shall continue to be paid by allotment. If Tenant is no longer entitled to BAH, then all Rent will be paid directly to Owner when due.
- iii. All other terms and conditions of this Agreement shall remain in full force and effect.

b. If any change of status or condition of Tenant would cause Tenant to vacate but a noneligible adult Occupant desires to remain in the Premises, then Tenant must submit a request for such Occupant to retain the Premises to the MHO within fifteen (15) days of the change in Tenant's status. The Installation Commander may approve or deny the retention request. If the Installation Commander approves, Tenant must then submit the request for retention of the Home by the non-qualified Occupant to the Community Manager, who will make the final decision on the retention. If retention is denied by either the Installation Commander or the Community Manager, then Tenant and all Occupants must vacate the Home within thirty (30) days from receipt of denial. If retention is approved:

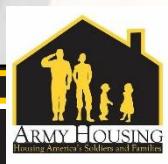
- i. The amount of Rent will be the same amount that Tenant was paying at the time of the change of status or condition that caused Tenant to vacate, subject to adjustment in accordance with this Lease.
- ii. All Rent will be paid by the adult Occupant directly to Owner when due.
- iii. All other terms and conditions of this Lease shall remain in full force and effect.]

7. Informal Dispute Resolution Process (Section 9):

a. Tenant shall submit a complaint in writing, delivered personally or sent by mail or email to the Community Manager, with the adequate documentation necessary to explain the complaint (i.e., complete description of issue, photos, estimates, etc.)

- i. Tenant will be asked to cooperate with Owner at each stage of the process outlined below, including, but not limited to, granting requested access to the Premises and responding to requests for information.
- ii. The Tenant will receive an acknowledgement of the complaint within one business day of receipt. The acknowledgement will also be sent to the Military Housing Office (MHO). The Community Manager will evaluate and respond to the complaint within five business days.

b. If the Tenant feels that the complaint was not adequately resolved by the Community Manager, and requests further review in writing, delivered personally or sent by mail or email using the forms provided, the Community Manager will consult with MHO and/or a Resident Advocate (RA). MHO and/or RA, along with the Community Manager, will provide the Tenant with a joint recommended path forward within seven business days of the Tenant's notification that their complaint was not resolved. MHO and/or RA facilitate on behalf of Tenant and Landlord, they do not represent a decision-making body.



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State-Specific Addendum

North Carolina

c. If Tenant feels that the complaint has not been adequately resolved after the First Level Review and/or MHO and/or RA involvement, the Tenant may request further review in writing, delivered personally or sent by mail or email using the forms provided. The Community Manager will then elevate the complaint to the Second Level of Operations and notify the persons previously involved at the MHO and/or RA that the Tenant did not feel the complaint was resolved. The Second Level of Operations will evaluate and respond to the Resident's complaint within 10 business days after the Reviewer's receipt of the complaint.

d. If Tenant feels that the request has not been adequately resolved at the Second Level Review, the Tenant may request further review in writing, delivered personally or sent by mail or email using the forms provided, triggering the MHO directed informal dispute resolution process. The process and procedures for MHO directed informal dispute resolution are available from each installation MHO.

8. Liability (Section 10B):

Section 10.B of the Lease is amended by adding the following as Section 10.B.4:

Owner requires all Tenants to maintain a policy of liability insurance issued by an authorized insurance company that provides limits of liability in an amount of at least \$100,000 per occurrence (the "Minimum Required Insurance"). Tenant must furnish proof of insurance to Owner on or before the Lease Commencement Date and, Tenant must continue to provide evidence of coverage throughout the term hereof. Owner has partnered with Millennial Specialty Insurance, LLC ("MSI") and LeaseTrack to offer affordable renters insurance coverage to tenants. If Tenant chooses to purchase a policy through LeaseTrack, proof of Tenant's Minimum Required Insurance and ongoing maintenance of active coverage is automatically provided to Owner, and Tenant is not required to take any further action for the duration of this Lease. Tenant can obtain such insurance through LeaseTrack or through the insurance agent of their choice. If Tenant selects an insurance company other than LeaseTrack, Tenant must name the Owner and Community Manager as a co-insured under Tenant's policy. If Tenant fails to obtain and maintain liability insurance as required by this paragraph, Tenant will be in violation of Tenant's obligations under this Lease. In such event, Owner will send a written notice to Tenant demanding that Tenant cure the violation by procuring the insurance and supplying evidence of coverage to Owner. If Tenant fails to supply evidence of such insurance to Owner on or before the date set forth in the notice, Owner reserves the right to procure liability only insurance coverage on Tenant's behalf, and to charge Tenant for the amount of the premium paid to the insurance company, not to exceed \$240.00 per year, along with an administrative fee of \$25.00. Tenant agrees that this administrative fee is a liquidated damages provision and that such amount is a fair and reasonable estimate of the administrative costs Owner will incur as a result of procuring the liability insurance coverage for Tenant. The premium payment made by Owner on Tenant's behalf, and the administrative fee Owner charges to procure the insurance for Tenant, will be considered additional rent. If Tenant fails to pay for the liability insurance and/or Tenant allows the expiration or cancellation of any liability insurance policy during Tenant's tenancy, without substitute insurance being put in place, this will be considered a default under this Lease. Owner strongly recommends that Tenant secure a renter's insurance policy covering Tenant's personal belongings, which also includes personal liability insurance covering Tenant's actions.

9. Early Termination Fee (Section 10.G.(4)):

Section 10.G.4(i) is amended to include the following:

Except as provided in Section 10.G.1, Section 10.G.2, and Section 10.G.3 above, if Tenant intends to terminate this Lease prior to the expiration date of this Lease term (Box 5 on Schedule 1), Tenant must submit a request in writing. Except as otherwise expressly provided herein or as otherwise provided under applicable law, Tenant will be subject to an Early Termination Fee equal to two hundred and fifty dollars (\$250) together with any outstanding Rent or other amounts owed to Owner pursuant to the terms of this Lease.

Tenant acknowledges and understands that the Owner will use reasonable efforts to re-rent the Premises, but that the Tenant shall remain responsible for the performance of all the Tenant's obligations under this Lease (including the obligation to timely pay Rent) until such time as the Owner may be able to re-rent the Premises, unless the Owner and the Tenant agree otherwise in writing.



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State-Specific Addendum

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10. Notices (Section 10.P):

Owner: All notices to be directed to address in Box 13 on Schedule 1.

Tenant: All notices to be directed to address in Box 2 on Schedule 1 and Tenant's email address:

No written agreement between an Owner and Tenant shall provide for a longer notice period to be furnished by the Tenant to the Owner in order to terminate the tenancy than that required of the Owner to the Tenant in order to terminate the tenancy.

Tenant may provide notice to Owner in writing, delivered personally or sent by mail or email.

11. Other Standard Provisions (Section 10)

Section 10 of the Lease is amended by adding the following as Section 10T:

PERIMETER SOIL: The Resident acknowledges that chlordane and other pesticides may be present around the perimeter of the foundations of the Home, from the edge of the foundation to just beyond the drip-line of the roof of each building. The Resident, Occupants and guests agree not to disturb the soil in this area.

MOLD: The Resident acknowledges that to avoid mold growth it is important to prevent excessive moisture buildup and agrees to remove visible moisture accumulation as soon as it occurs and immediately report to Owner any evidence of excess moisture or mold or mildew inside the Home. Resident acknowledges receipt of the "Mold Information and Prevention Addendum," which is fully executed and incorporated herein by reference, and agrees to comply with all of its terms, as well as the RRG.

LEAD BASED PAINT: If the Home was built prior to 1978, the undersigned Resident acknowledges receipt of the booklet published by the United States Environmental Protection Agency "Protect Your Family from Lead in Your Home." Resident agrees that he or she has received the Disclosure of Information on Lead-Based Paint and/or Lead Based Paint Hazards, which is fully executed and incorporated herein by reference. **12. Additional Provisions :** All the provisions of the Community Guidelines & Policies – The Resident Responsibility Guide are incorporated hereto by reference.

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All the provisions of the Community Guidelines & Policies – The Resident Responsibility Guide are incorporated hereto by reference.

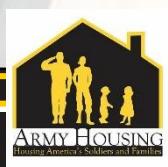
13. Tenant and Owner acknowledge and agree that the terms of this Community Specific Addendum shall control in the event of a conflict between this Community Specific Addendum and the Lease. As amended by this Community Specific Addendum, the Lease is hereby ratified and shall continue in full force and effect in accordance with its terms.

The parties have executed this Community Specific Addendum to Lease, intending to be legally bound by the terms set forth herein, as of the Effective Date.



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 <https://bragg.corviaspm.com/residents>
- 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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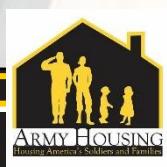


Fort Bragg Corvias

- To alert the Landlord Corvias of maintenance issues:
 - Emergency or Urgent work orders – Call in immediately to: (866) 206-1365
 - Routine work orders – enter online through the Resident Portal
 - The Resident Portal is available online or download the RentCafe Resident App in the App Store or on Google Play

<https://bragg.residentportal.com>

- Track progress of work orders by viewing information in the RentCafe Resident App
- Work order or maintenance ticket will be closed once tenant and Garrison Housing Office signs off stating that the work was completed
- Important to contact Corvias to report maintenance issues right away
- Contact Corvias 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 <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"> • 1-8 hours response • 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"> • 2 working day initial response
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"> • 3 working day initial response

*Depending on parts



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.

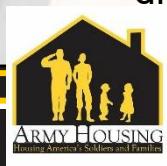
The tenant may submit a completed ***informal dispute resolution*** request form with any documents that support the dispute to the AHO.

- An ***informal dispute resolution*** form is available at the AHO and on-line at <https://home.army.mil/bragg/index.php/about/garrison/directorate-public-works/dpw-ho/HSO>
- 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.



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 AHO and on-line at <https://home.army.mil/bragg/index.php/about/garrison/directorate-public-works/dpw-ho/HSO>
- The tenant may submit a completed ***formal dispute resolution*** request form with any documents that support the dispute to the AHO. 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.



- 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.
 - **Refer to the Resident Responsibility guide for guidance on additional tenant information**

<https://bragg.corviaspm.com/residents>

- Please refer to the next slide for contact information of Corvias Leasing and the Army Housing Office





Army Housing Office



Army Housing Office
901 Stiner Road
Fort Bragg, NC 28310



WE ARE THE ARMY'S HOME





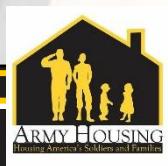
Project Company Leasing Center



Corvias Leasing Office
(910) 495-0878



WE ARE THE ARMY'S HOME



- 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>

