



**U.S. ARMY**



# **Installation Army Housing Office Plain Language Briefing USAG Carlisle Barracks**

March 2022



# Welcome to the Army Housing Office (AHO)

- The Carlisle Barracks 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 AHO provides oversight of the privatized company managing on post housing and provides tenant/landlord dispute services.
- The AHO - Housing Services Office (HSO) provides off post referral services and tenant/landlord dispute services.
- The Garrison Chief Army Housing Officer manages the AHO and reports directly to the Director, Public Works and Garrison leadership.

## **Garrison Leadership:**

Garrison Commander: LTC Jeannette Molina

Garrison Command Sergeants Major: CSM Shauna Addison

Garrison Deputy Garrison Commander/Manager: Mr. Drew Turinski

Garrison Director of Public Works: Mr. Thomas Kelly

Garrison Chief Army Housing Office (AHO): Ms. Bif Coyle





# Privatized Project Company Contacts

- Balfour Beatty Communities is the privatized company that owns and manages the Family housing on this installation.
- Balfour Beatty Communities is the private partner and managing member of Carlisle Barracks Homes.
- Carlisle Barracks 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. This is your landlord for privatized housing.

## **Balfour Beatty Communities/Carlisle Barracks Homes Contacts:**

Community Manager: Mrs. Kristin Dunkle

Project Director: Mrs. Theresa Steele

Maintenance Supervisor: Mr. Scott Wert

[Carlisleleasing@bbcgp.com](mailto:Carlisleleasing@bbcgp.com); Phone 717-243-7177





# Privatized Housing - Tenant Bill of Rights

The Military Housing Privatization Initiative ***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 Military Housing Privatization Initiative (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.”





# Privatized Housing - Tenant Bill of Rights

- **Right 1:** The right to reside in a housing unit and a community that meets applicable health and environmental standards.
- **Right 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.
- **Right 3:** The right to be provided with a summary of the maintenance conducted with respect to a prospective housing unit by the landlord for the previous seven years, before signing a lease, and upon request, all information possessed by the landlord regarding such maintenance within two business days after making the request. Upon request, 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.
- **Right 4:** 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 5:** 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.
- **Right 6:** 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.





# Privatized Housing - Tenant Bill of Rights

- **Right 7:** 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.
- **Right 8:** The right of access to a Military Tenant Advocate through the housing management office of the installation of the Department at which the housing unit is located or a military legal assistance attorney to assist in the preparation of requests to initiate dispute resolution.
  - The Carlisle Barracks Army Housing Office serves as your Military Tenant Advocate.
  - [usarmy.carlisle.id-training.mbx.amim-clb-pwh@army.mil](mailto:usarmy.carlisle.id-training.mbx.amim-clb-pwh@army.mil) or 717-245-3322/4951
- **Right 9:** 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.
- **Right 10:** 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.
  - Balfour Beatty Communities/Carlisle Barracks Homes:
    - 24/7 Maintenance Line Contact Number: 717-243-0067
    - Maintenance Shop Location: 304 Engineer Avenue, Carlisle Barracks, PA
    - Maintenance Website: [carlislebarrackshomes.com](http://carlislebarrackshomes.com)
    - Maintenance Application: Rent Café Resident App





# Privatized Housing - Tenant Bill of Rights

- **Right 11:** 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.
  - Access the Resident Portal online at [carlislebarrackshomes.com](http://carlislebarrackshomes.com) or download the Rent Café Resident app in the App Store or on Google Play
    - Routine work orders may be entered online through the Resident Portal
    - Emergency and urgent work orders should be called in immediately to: 717-243-0067
- **Right 12:** 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 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 13:** 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.
  - SJA Office POC: Mr. Thomas Kane, [Thomas.g.kane.civ@army.mil](mailto:Thomas.g.kane.civ@army.mil) – 717-245-4940





# Privatized Housing - Tenant Bill of Rights

- **Right 14:** The right to enter into a standardized, formal dispute resolution process, should all other methods be exhausted, to ensure the prompt and fair resolution of disputes that arise between landlords and Tenants concerning maintenance and repairs, damage claims, rental payments, move-out charges, and such other issues relating to housing units. The dispute resolution process shall contain the following elements: installation or regional commander deciding authority; a process for withholding allotment of rental payments; standard mechanisms and forms for requesting dispute resolution; minimal costs to Tenants for participation; a completed investigation within seven days; and except in limited circumstances, a decision within 30 days and in no event longer than 60 days. 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 15:** The right to have the Tenant's basic allowance housing payments segregated, 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 16:** 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.
- **Right 17:** The right to not pay non-refundable fees or have application of rent credits arbitrarily held.
- **Right 18:** 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.

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





# Privatized Housing – Tenant Responsibilities

The Military Housing Privatization Initiative Tenant Bill of Rights highlights five important responsibilities for Service Members and their Families while they reside in privatized family housing.

- **RESPONSIBILITY 1: Prompt Reporting** -The 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.
- **RESPONSIBILITY 2: Care for the Home** - The responsibility to maintain standard upkeep of the home as instructed by the property management company.
- **RESPONSIBILITY 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 unlawful activity in the home or common areas.
  - The Property Management Resident Guide provides specific information and can be found under the “Community Info” tab of the Resident Portal at [Carlislebarrackshomes.com](http://Carlislebarrackshomes.com)
- **RESPONSIBILITY 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 make necessary repairs in a timely manner.
- **RESPONSIBILITY 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.





# Privatized 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 AHO.
  - An ***informal dispute resolution*** form is available at the AHO and on-line at <https://home.army.mil/carlisle/index.php/Carlisle-Barracks/all-services/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.





# 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 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/carlisle/index.php/Carlisle-Barracks/all-services/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 HQ IMCOM Commanding General 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.





# Army 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





# Legislative Updates

## Property inspections:

- NEW---Per FY20 National Defense Authorization Act (NDAA): If tenant is not available for pre-assignment walkthrough inspection, Housing Office must attend on tenant's behalf (RCI Installations only)
- NEW---Per FY20 NDAA: The AHO shall initiate contact with resident 15 day and 60 days after move in regarding the satisfaction of the resident. (RCI Installations only)





# End of Brief

