



## ARMY HOUSING OFFICE USAG-FORT HOOD COMMITTED TO IMPROVING THE QUALITY OF LIFE FOR OUR SERVICE MEMBERS



### **Exception to Policy (ETP) & Certificate of Non-Availability (CNA) Process**

An Exception to Policy (ETP) must be initiated by the service member. The service member will prepare a memorandum (see attachment) which explains the reason for the request and must include any supporting documentation. Once Completed with Signatures email everything to: [usarmy.hood.id-readiness.list.dpw-uh-company-housing@army.mil](mailto:usarmy.hood.id-readiness.list.dpw-uh-company-housing@army.mil)

Commanders and leaders must be aware that the chain of command **does not** have the authority to allow single Soldiers (sergeant and below) to reside off post and collect BAH before issuance of a CNA. The authority to issue a CNA lies solely with the Director of Public Works (DPW).

The Unaccompanied Housing (UH) Office will not accept an ETP until it has been processed through the service member's unit and signed by the first O6 in the chain of command. The UH Office has no control over this time period.

Once the ETP has been submitted to the UH Office, it will be processed and forwarded to the DPW for final decision. This can take up to 15 working days, depending on peak season. This timeframe allows the UH Office and the DPW sufficient time to review your request and give it thorough consideration.

All ETPs are logged and tracked by the UH Office. Once an ETP has been returned by the DPW to the UH Office, the service member will be notified. If you have not been notified by the UH Office after 15 working days, contact your Area Manager at the number below.

Please ensure your contact information (military email address and personal cell phone number) is up to date on your request. If additional information is needed, it is imperative that we are able to contact you in a timely manner.

### **Unaccompanied Housing Area Managers:**

#### **Area 1, Robert Todd, Office (254) 286-7701 Mobile (254) 402-9386**

Units: 3CR, 48<sup>th</sup> CHEM BDE, DIVARTY, 36<sup>th</sup> ENG, HHBn 1st CAV, 89<sup>th</sup> MP BDE

#### **Area 2, Vacant Please contact Ricky Wallace**

Units: 1/1 ABCT, NCOA, 21st Replacement

#### **Area 3, Ricky Wallace, Office (254) 287-4884 Mobile (254) 535-3200**

Units: 1SD BDE, 13<sup>th</sup> ESC, 11<sup>th</sup> SIG, 1<sup>st</sup> MED, 1ACB, 504<sup>th</sup> MI BDE, 15<sup>th</sup> MI BN, 3<sup>rd</sup> ASOC, MEDCEN, 3<sup>rd</sup> SFAB

#### **Area 4, Tracey Foster, Office (254) 287-4535 Mobile (254) 289-2879**

Units: 2/1 ABCT, 3/1 ABCT, HHBn III CORPS, 1CD, 69<sup>th</sup> ADA



### ETP/ CNA checklist

Reason	Type of Request	Documentation Required*
Adequate Housing Not Available	CNA	<ul style="list-style-type: none"> <li>• Installation occupancy rate 95 percent or higher (will be verified in eMH at the Brigade level).</li> <li>• O6 endorsed memorandum.</li> <li>• List of soldiers, to include names, DODId, rank, and unit. (For Mass CNA)</li> </ul>
Pregnancy (Earlier than 20 weeks)	CNA	<ul style="list-style-type: none"> <li>• Soldier's chain of command ETP memorandum endorsed by O6.</li> <li>• Pregnancy statement or profile.</li> </ul>
Lease or Mortgage	ETP	<ul style="list-style-type: none"> <li>• Soldier's chain of command ETP memorandum endorsed by O6</li> <li>• Copy of mortgage or lease agreement.</li> </ul>
Joint Custody/ Visitation or Change in Dependency	ETP	<ul style="list-style-type: none"> <li>• Soldier's chain of command ETP memorandum endorsed by O6</li> <li>• Copy of court ordered document/ parenting plan with dates of custody/ visitation.</li> <li>• Copies of any other supporting documentation referenced in the memorandum for record.</li> </ul>
Renewal	CNA/ ETP	<ul style="list-style-type: none"> <li>• Soldier's chain of command ETP memorandum endorsed by O6</li> <li>• Any documentation to support a continuation of previously approved CNA/ ETP. Renewal request must be for the same qualifying reason as previous CNA/ ETP.</li> </ul>
Other Circumstances	ETP	<ul style="list-style-type: none"> <li>• Soldier's chain of command ETP memorandum endorsed by O6</li> <li>• Any documentation to support Soldier's request.</li> </ul>

***\*This is not an all-inclusive list. Additional documentation may be requested upon review of submitted packets.***



DEPARTMENT OF THE ARMY  
YOUR LETTERHEAD

Your Unit Office Symbol

Date

MEMORANDUM THRU:

Commander, (Company Commander) HHC, 61<sup>st</sup> Support BN, Fort Hood, Texas 76544  
Commander, (Battalion Commander) Support BN, Fort Hood, Texas 76544

MEMORANDUM FOR Director, Public Works AMIM-HDP, US Army Garrison, Fort Hood TX  
76544

SUBJECT: Request for Exception to Policy to reside off post and receive Basic Allowance for  
Housing without Dependent Rate for (Your Rank, Last, First, MI, DODID#)

1. Soldier's rank and name, request authorization to receive Basic Allowance for Housing (BAH) at the Without Dependent Rate due to (your circumstance, i.e., divorced, remaining lease/ mortgage, shared custody, etc. State why your request should be approved, and if disapproved, what is the impact on you, unit, etc.) Short one or two paragraphs.
2. Brigade Commanders Initial verifying the Soldier is NOT High Risk \_\_\_\_\_.
3. This ETP request if approved, will be effective (from and to dates)
4. The point of contact for this action is (POC) at (Military email address and Phone Number).

Recommend

\_\_\_ Approve \_\_\_ Disapprove

(Company Commander)  
CPT, AV  
Commanding

\_\_\_ Approve \_\_\_ Disapprove

(Battalion Commander)  
LTC, AV  
Commanding

\_\_\_ Approve \_\_\_ Disapprove

(Brigade Commander)  
COL, AV  
Commanding



## Installation Exception to Policy (ETP) & Certificate of Non-Availability (CNA) Process



### Soldier Requests ETP: Individual Submission

1. Unit drafts memorandum w/ support documents on Soldier's Behalf.
2. Co CDR, Bn CDR, and O-6 endorses memo.
3. Packet w/ supporting documents is submitted to Unaccompanied Housing Office for review.

### Unaccompanied Housing Office Action:

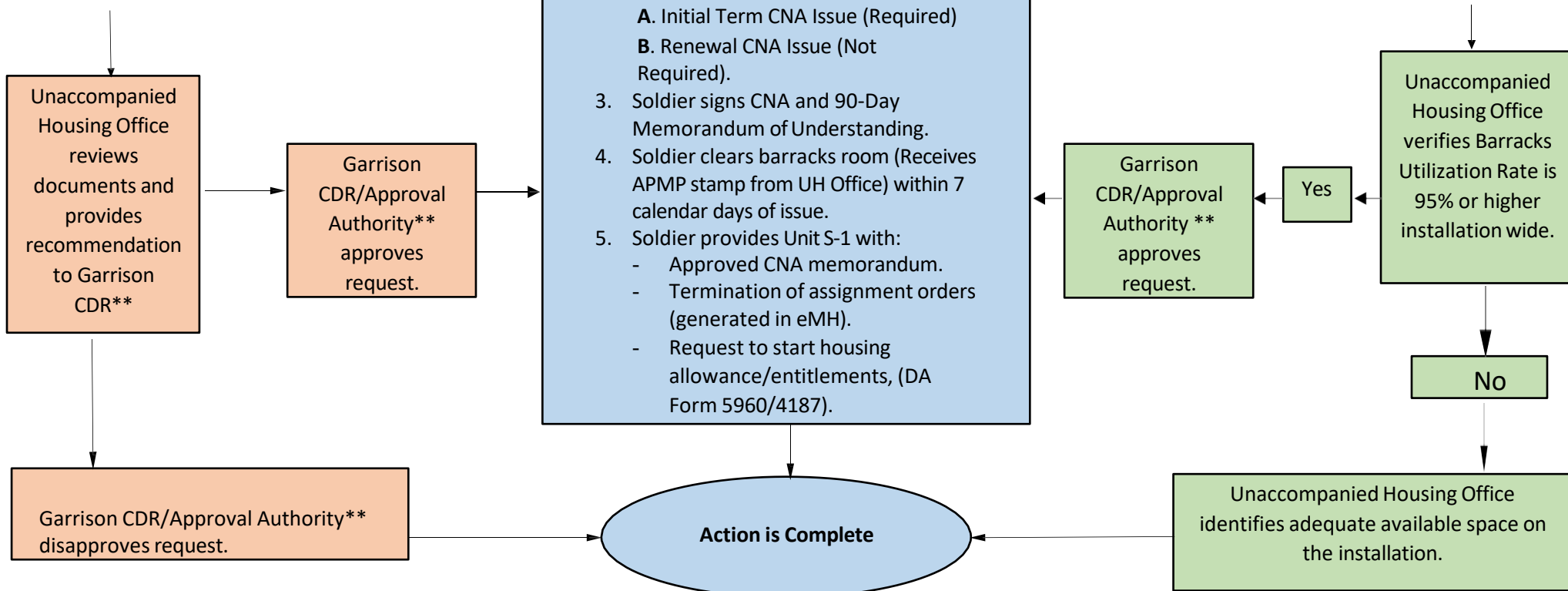
1. Receives Approval Memo From Approval Authority.
2. Generates CNA (through eMH).
3. Notifies Soldier of Approval/Sets Appt. for Issue.

### Soldier Actions:

1. Receives CNA from Housing Manager, In addition to Housing Services briefing (Combined Briefing), If Required.  
Requirements Listed Below:
  - A. Initial Term CNA Issue (Required)
  - B. Renewal CNA Issue (Not Required).
3. Soldier signs CNA and 90-Day Memorandum of Understanding.
4. Soldier clears barracks room (Receives APMP stamp from UH Office) within 7 calendar days of issue.
5. Soldier provides Unit S-1 with:
  - Approved CNA memorandum.
  - Termination of assignment orders (generated in eMH).
  - Request to start housing allowance/entitlements, (DA Form 5960/4187).

### 95% Installation-wide Utilization Rate CNA request:

1. Unit initiates Mass Issue Spreadsheet and O-6 memorandum on behalf of the selected Soldiers.
2. O-6 endorses memo.
3. Request is submitted to Unaccompanied Housing Office for review.



\*\*The Garrison CDR has delegated approval authority to The Director of Public Works.

As of 31 July 2025