



# Fort Irwin Housing Town Hall



The National Training Center



**COL JEANETTE A. MARTIN**

**GARRISON COMMANDER**

**CSM PAUL M. FEDORISIN**

**GARRISON COMMAND SERGEANT MAJOR**

**NATIONAL TRAINING CENTER AND FORT IRWIN, CALIFORNIA**



# Tenant Bill of Rights



The National Training Center



## 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*

Mark T. Esper  
Secretary of Defense

*Ryan D. McCarthy*

Ryan D. McCarthy  
Secretary of the Army

*Thomas B. Modly*

Thomas B. Modly  
Acting Secretary of the Navy

*Barbara M. Barrett*

Barbara M. Barrett  
Secretary of the Air Force





# Tenant Bill of Rights



The National Training Center

The Military Housing Privatization Initiative ***Tenant Bill of Rights*** requires the Garrison Housing Office 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)
- 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 3)
- 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 4)
- 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 5)



# Village Breakdown



The National Training Center

Village	# of Units	Rank	Year Built
Coyote Springs	254	E1-E6	1983
Tiefert View	297	E1-E6	1984/1985
Bittersprings	126	FG	1985/1990
Calico Estates	177	E1-E6	1989/90/93
Sage Brush	184	E1-E6	1989/90/93
Desert Winds	166	E1-E6	1989/90
Dove Gulch	96	E1-E6	1993
Granite Canyon	70	E1-E6	1993
Mojave Village	168	E1-E6	1995
Cactus Cove	120	E1-E6	1996
<b>PRIVATIZATION CONSTRUCTION</b>			
Crackerjack Flats	241	CGO*	2006
Sandy Basin I	197	SNCO*	2007
Sleepy Hollow	182	E1-E6*	2008
Sandy Basin II	95	SNCO*	2009
Sandy Basin III	92	E7 & Up*	2011
TCT Apts	200	E6 & Up	2008-2011**
<b>ENDING TOTAL</b>	<b>2665</b>		

Indicates Mixed Rank Bands

\*\* 1<sup>st</sup> Phase Completed (104) 2008

2<sup>nd</sup> Phase Completed (96) 2011

**FAMILY HOUSING**  
**2,465**

**UNACCOMPANIED HOUSING**  
**200**

Each Village has a Volunteer Mayor and dedicated Facebook Group through the ACS Volunteer Program meant to facilitate communication between key entities and residents.

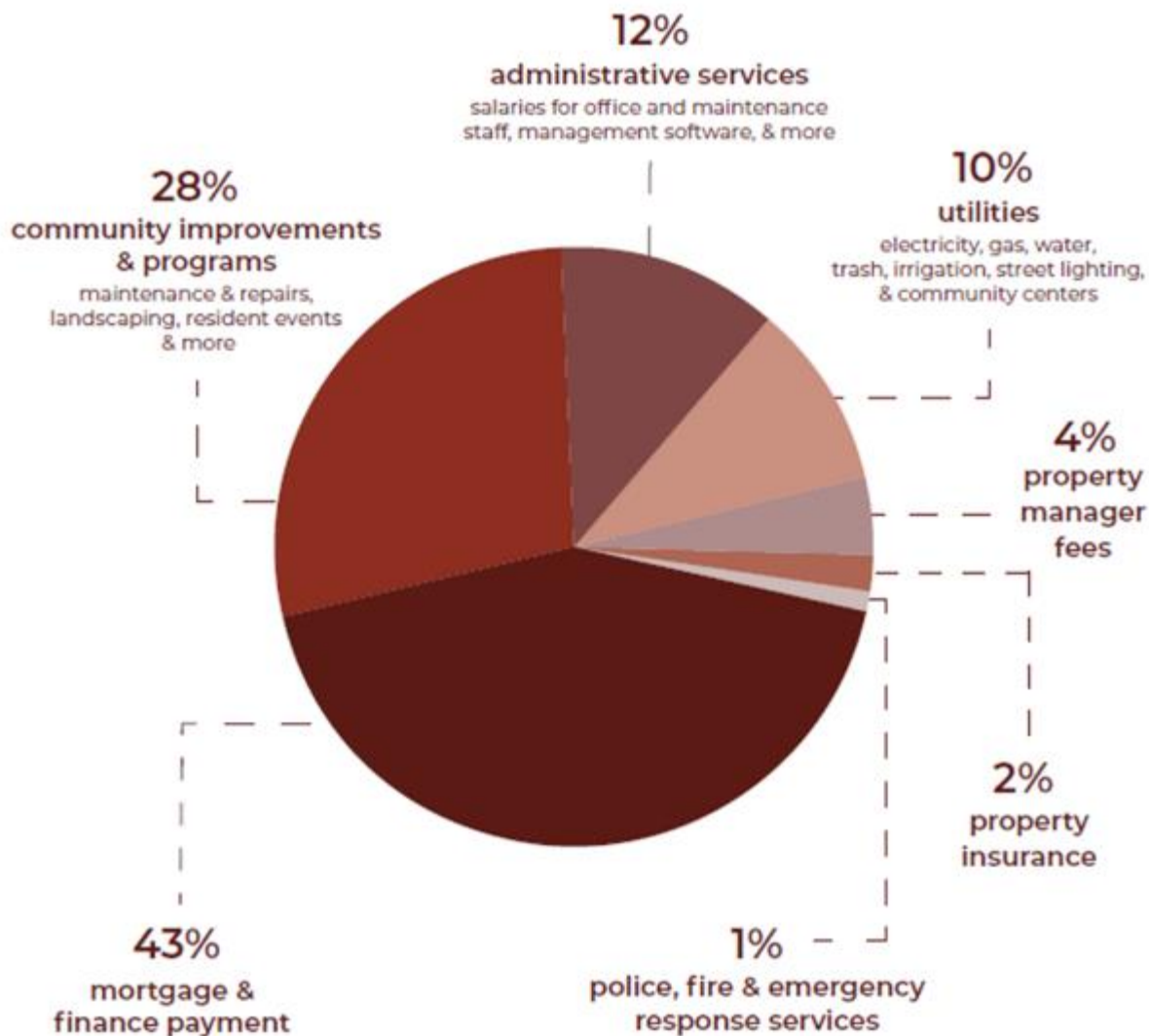
**Visit [facebook.com/irwinacs](https://facebook.com/irwinacs)**



# 2021 BAH Breakdown



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## BAH payments (Includes):

- Resident Utilities
- Resident Activities
- Landscaping
- Common Area Upkeep
- Monthly Pest Control
- 24-hour Maintenance
- Emergency Services



# Current Updates



The National Training Center

## WORK ORDERS

We started 2021, with 646 COVID19-Hold work orders and so far have completed 319 of those work orders. Our plan is to have all of them completed by April 30th.

## FENCES DOWN

It's been an unforgiving windy season. Since February 1<sup>st</sup>, we have taken in over 130 fence work orders and have completed 62 so far.



## ACTIVE BUILDING & WORK ORDERS

You may enter ROUTINE work orders and upload pictures of your service request for added efficiency on Active Building

@ [FortIrwin.ActiveBuilding.com](https://FortIrwin.ActiveBuilding.com)



# Upcoming Projects



The National Training Center

## BEGINNING IN MARCH

Resume New HVAC installs  
Automatic HVAC filter changes  
Resume cordless blind installs  
Yearly HVAC Preventive Maintenance  
Plans will begin for new SUPER playground







# A Few Reminders



The National Training Center

**ON WINDY DAYS** – please remember to place your trash receptacles out on trash day, and not the day prior. Most important, be sure to pull them in as soon as possible

**TRAILERS/RV's** – are not allowed on the property for longer than a 24 hour period



**PARKING ON THE ROCKS** – is strictly prohibited due to underground utilities





# Resident Scholarship Program



The National Training Center



Last year 7 recipients from our location alone were



2021 Scholarship Foundation  
Applications can be found  
at [michaelscholars.com](https://michaelscholars.com)  
**Deadline to apply is April 15th,  
2021**





# Upcoming Events



The National Training Center

RJ RYAN PRESENTS

# Drive in Comedy



**ANNA VALENZUELA**



**DAVE YATES**



**MANDY MARTIND**



**SETH LAWRENCE**



**RJ RYAN**

AS SEEN ON



amazon



JEFF ROSS PRESENTS

## ROAST BATTLE



**MARCH 4TH ARMY FIELD 6PM**

FREE ENTRY | MUST REMAIN IN VEHICLE | MATURE AUDIENCES



**The Villages**  
AT FORT IRWIN

[VILLAGESATFORTIRWIN.COM/EVENTS](http://VILLAGESATFORTIRWIN.COM/EVENTS)

**SATURDAY 20 MARCH**

# CHALK ART CONTEST

**CELEBRATE THE 1ST DAY OF SPRING!**

PARTICIPANTS PICK UP CHALK FROM HOUSING OFFICE | JUDGING OF ENTRIES WILL BE FROM 11AM-2PM

[VILLAGESATFORTIRWIN.COM/EVENTS/SPRINGCHALKART](http://VILLAGESATFORTIRWIN.COM/EVENTS/SPRINGCHALKART)

[VILLAGESATFORTIRWIN.COM/EVENTS](http://VILLAGESATFORTIRWIN.COM/EVENTS)



# Activities & Classes: Look Ahead



The National Training Center

<b>March 4th</b>	Drive In Comedy
<b>March 15th-May 1st</b>	Secret Library Stories Art Contest
<b>March 20th</b>	Welcome Spring! Sidewalk Art Day
<b>April 3rd</b>	Bunny Trail Easter Event
<b>April 16th</b>	Ice Cream & Activity Bag Giveaway: Child Abuse Awareness

<b>ONGOING</b>	Secret Library – Free Book Swap Weekdays at Sandy Basin
<b>ONGOING</b>	Fitness Classes – 6 days week, in person/virtual
<b>UPCOMING</b>	Self Care & Stress Management Classes – Monthly

**Sign up for our monthly newsletter for more details**  
**[villagesatfortirwin.com/subscribe](https://villagesatfortirwin.com/subscribe)**





# Barracks Wi-Fi



The National Training Center

## Actions Taken:

- ISP changed in mid/late November
- Transitioned to a 10Gbps circuit
- Realigned radio links between buildings

## Best Practices:

- Place Wifi enabled devices in the open
- Do not place anything on top of devices

## Boingo Customer Care Team Contact Information:

(800) 880-4117, support.boingo.com, Facebook message @boingo4military or under the customer support tab at

[www.facebook.com/boingo4military/app/190322544333196](https://www.facebook.com/boingo4military/app/190322544333196)

or <https://support.boingo.com/military/s/>



# Barracks QoL



The National Training Center

## Day Room Improvements

- 75in LED TVs
- Stereo Sound Bars
- Blu-Ray Players
- 10ft HDMI Cords
- Full size refrigerators
- Large Microwaves
- New Charcoal Grills
- Large ICE Machines
- Foosball Tables
- Ping Pong Tables
- Pool Tables
- Electronic Dart Boards
- 2 & 3 Seat Couches
- Sports Equipment
- Corn hole sets
- Horseshoes



# Barracks Work Orders



The National Training Center



## ARMYMAINTENANCE.COM

Maintenance and repair request application for barracks and government owned housing.

Available from any smart phone or desktop web browser.  
Scan the QR code with your smart phone camera to open ArMA.



### REGISTER

- Use of the ArMA application requires user registration. Information needed to register includes:
  - Personal email address
  - Military sponsor (.mil and .civ emails ONLY)
  - Location/building in which you reside
  - Unit
  - Phone number
- Prior to using the ArMA application your sponsor must validate your request via email.
- Spouses may use their active duty spouse as their sponsor.
- You may specify your ArMA notification preferences as email, text message, or both at registration.

### REQUEST

- Maintenance requests exist for the most common maintenance repairs, including plumbing, electrical, HVAC, broken glass, among others.
- If a dedicated catalog item does not exist for your specific maintenance request, use the general "Interior" or "Exterior" request item.
- Please be detailed in identifying the location in your residence of the issue, including your room or apartment number, if applicable.
- Please be detailed in the description of the issue as this will expedite the repair process.
- Please include one or more photographs of the issue.

### RESIDENCE

- A "household" can be created in the Account Management section of the ArMA application so that all members of a given residence can have visibility into any open maintenance requests.
- A "head of household" must be identified when establishing a residence. After establishing the household, the head of household must add (or remove) the members of the household. The head of household may be a member of the military or their spouse.
- When a member of a household changes units or locations, all members of the household will also be updated accordingly.

### REVIEW

- A list of all of your open maintenance requests is available at the bottom of the home page of the application for easy reference. Click the case number to view the details about your open maintenance request.
- You can use Activity text box when viewing a case to provide comments or inquiries back to the DPW. Any comments or questions from the DPW clerks will be readily visible just below the input text box.
- The paperclip can be used to add additional photos or attachments to your maintenance request.

### IMPORTANT!!

**If you require emergency maintenance services, related to life, health, and safety, please CALL your DPW for immediate support.**

The contact information for your DPW is available on the homepage of the ArMA application.





# FMWR Upcoming Events



The National Training Center

## ADVENTURES WITH SIMPSON



Who: All Fort Irwin Community Members  
What: Adventures with Simpson  
When: March 1st

Simpson is the stuffed animal that will highlight the activity at the designated MWR facility.

Participating patrons can pose with Simpson and upload picture to the Fort Irwin MWR Facebook page.

For more information call 760-380-4327



**MAR 27th @ 9 a.m. | Blue Track**

Stop by the MWR Auto Skills Center to sign up, and purchase your Pine Car (1 per participant).

1st and 2nd place finishers will receive a trophy.

Auto Skills will have official rules and guidance for the weigh-in process. The cars will need to be constructed and weighed before the date of the race.

The race will be held at the Blue Track on March 27th starting at 9:00am.

For more information, the Auto Skills Center at 380-3531.





# FMWR Upcoming Events



The National Training Center



A cartoon white bunny with long ears is holding a large pink oval sign. The sign contains the event details for the Bunny Trail. The background is purple with green grass at the bottom.

YOU'RE INVITED!  
TO HOP DOWN THE

## Bunny Trail

**SATURDAY APRIL 3RD**

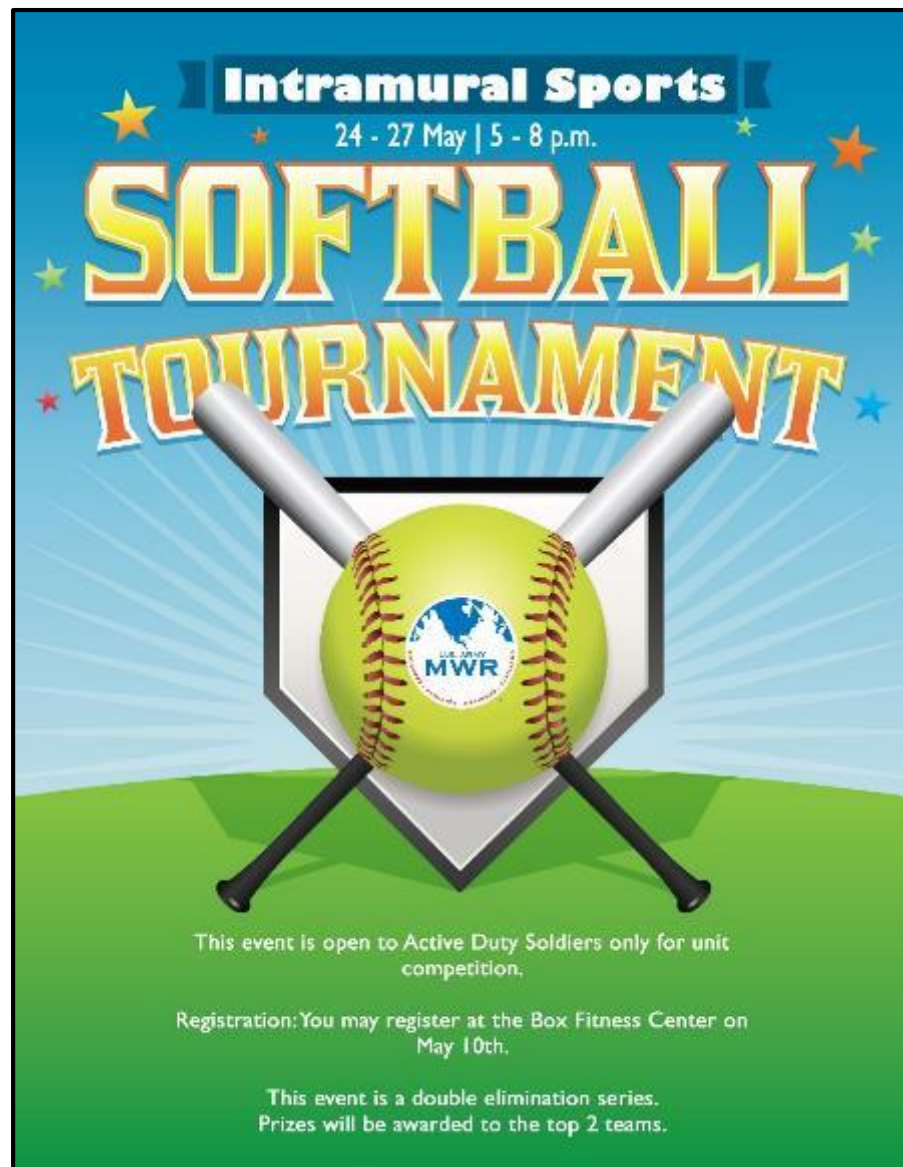
- **Army Field 11am-2pm** •

GAMES / FOOD / MUSIC / EASTER PHOTOS  
FREE EASTER BASKET, PRIZES, FOOD, AND GIFTS PLUS  
FIND A GOLDEN TICKET IN AN EGG FOR EVEN BIGGER PRIZES!

**BY APPOINTMENT ONLY**

Logos at the bottom include: US Army Child & Youth Services, USO, MWR, The Villages, USAA, and Exchange.

REGISTER AT [VILLAGESATFORTIRWIN.COM/EVENTS/BUNNYTRAIL](http://VILLAGESATFORTIRWIN.COM/EVENTS/BUNNYTRAIL)



A green softball with the MWR logo is centered, with two baseball bats crossed behind it. The background is blue with stars and a green field at the bottom.

## Intramural Sports

24 - 27 May | 5 - 8 p.m.

# SOFTBALL TOURNAMENT

This event is open to Active Duty Soldiers only for unit competition.

Registration: You may register at the Box Fitness Center on May 10th.

This event is a double elimination series. Prizes will be awarded to the top 2 teams.





# FMWR Upcoming Events



The National Training Center



**Ahoy Matey!**

**May 29th**

**Oasis Troop Pool**

**Build a Boat**

**8 a.m. - 5 p.m.**

**ages 16 and Up**

Grab your crew and head over to the Oasis Troop Pool for the 1st annual Build-A-Boat competition. Build your boat out of duct tape and cardboard, then race it across the pool! Supplies will be provided by MWR.

You may not use your own materials to build your boat. Boats must be built on site at the Oasis Troop Pool.

Eligible units will receive commanders cup points for participating in this event. All teams must register in-person at the Oasis Troop Pool by May 14th. Prizes for will be awarded to the top 3 teams.

For more information call 709-380-3048.







# Villages Contact Information



The National Training Center



## MAIN OFFICE

**7:30am-4:30pm Mon-Wed, Friday**

**9:00am-4:30pm Thursday**

(closed 12pm-1pm for lunch)

4553 Tippecanoe Street

Phone: [760.386.4663](tel:760.386.4663)

Fax: [760.386.3700](tel:760.386.3700)

## MAINTENANCE DEPARTMENT

**7am-4pm Monday-Friday**

3559 Goldstone Road

24-hour Phone: [760.386.2460](tel:760.386.2460)

Self Help: [760.386.1820](tel:760.386.1820)

## WEBSITE

[villagesatfortirwin.com](http://villagesatfortirwin.com)

## ACTIVE BUILDING RESIDENT PORTAL APP

[fortirwin.activebuilding.com](http://fortirwin.activebuilding.com)