

THE FOLLOWING IS A SAMPLE HOUSING WELCOME PACKET ONLY & MANY EXTERNAL LINKS HAVE BEEN REMOVED DUE TO DOD SECURITY RESTRICTIONS. FOR AN UPDATED VERSION AND ADDITIONAL RESOURCE HANDOUTS, PLEASE EMAIL JBLM HSO AT USARMY.JBLM.ID-READINESS.LIST.DPW-RCD-HSO@MAIL.MIL WITH "REQUEST WELCOME PACKET" IN THE SUBJECT LINE.

Joint Base Lewis-McChord | Housing Division | Housing Services Office



Housing Welcome Information

Housing America's Service Members and their Families
<https://home.army.mil/lewis-mcchord>



Welcome to Joint Base Lewis-McChord (JBLM)

The JBLM Housing Services Office (HSO) welcomes you to the Pacific Northwest. As you prepare for your Permanent Change of Station (PCS) to JBLM, we stand ready to assist you with your housing needs. HSO can help you by:

- Advocating for your housing needs
- Providing referral resources for non-discriminatory housing and temporary accommodations
- Providing accurate housing information
- Assisting with lease negotiation and landlord mediation
- Providing housing counseling and education

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Contact the Directorate of Public Works (DPW), Housing Division

Housing Services Office (HSO)

Office: Bldg #5128, Pendleton Ave, Lewis Main
Hours: M-W & F* 0800-1430 hours by **Appt Only**;
Th 0800-1500 by phone and email.
*Request assistance by calling 253-967-3581 or schedule appt
at [\[URL removed\]](#)
Phone Service Available: M-F 0800-1500
Phone: (253) 967-3581; Fax: (253) 967-2955
E-mail: usarmy.jblm.id-readiness.list.dpw-rcd-hso@mail.mil
Web: <https://home.army.mil/lewis-mcchord/index.php/my-Joint-Base-Lewis-Mcchord/all-services/directorate-public-works/HSO>

On-Base Family Housing (Powered by Lincoln Military Housing)

Office: Bldg #5128, Pendleton Ave, Lewis Main
Hours: M, Tue, Thu & F 0800-1600 hours; W 0830-1600 hours
Phone: (253) 912-2112/2150; Fax: (253) 912-2151
Email: familyhousingervices@lpsi.com
Web: <http://lincolnmilitary.com/installations/joint-base-lewis-mcchord>

EFMP Families moving to JBLM receive individualized and coordinated support
<https://jblm.armymwr.com/application/files/5116/1955/7954/DPFR-EMFP-Moving-to-JBLM-2020-FINAL.pdf>

Contact the Directorate of Public Works (DPW), Housing Division (Continued)

On-Base Unaccompanied Personnel Housing (UPH) Branch

➤ Lewis Main Office

Office: Bldg #2008A, 3rd Floor, Room 316A, N 3rd St., Lewis Main

Email: usarmy.jblm.id-readiness.list.dpw-hd-uh-br-area-mans-and-cnas@mail.mil

Fax: (253) 477-2486

Web: <https://home.army.mil/lewis-mcchord/index.php/my-Joint-Base-Lewis-Mcchord/all-services/directorate-public-works/unaccompanied-personnel-housingfsbp>

[*See Annex A, Army Barracks Management Program \(ABMP\) Trifold for Additional POCs](#)

➤ McChord Field Office

Office: Bldg #566, Outer Circle Drive, McChord Field

Hours: M-F 0730-1630 hours

Phone: (253) 982-7474

Email: usarmy.jblm.id-readiness.list.dpw-rcd-mcchord-field-dorms@mail.mil

Web: <https://home.army.mil/lewis-mcchord/index.php/my-Joint-Base-Lewis-Mcchord/all-services/directorate-public-works/unaccompanied-personnel-housingfsbp>

Residential Communities Initiative (RCI) Government Oversight

Office: Bldg. #2008A, 3rd Floor, Room 315A, N 3rd St., Lewis Main

Phone: (253) 966-2888

Email: usarmy.jblm.imcom.list.dpw.rcd-rci@mail.mil

Web: <https://home.army.mil/lewis-mcchord/index.php/my-Joint-Base-Lewis-Mcchord/all-services/Housing-Home>

Housing Division

Manager's Email: usarmy.jblm.id-readiness.list.dpw-rcd-managers1@mail.mil

To reach us commercially from overseas dial: 00 + 1 + Ten Digit Telephone Number

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Arrival Information

- **Airport:** If you arrive by commercial airline, information and assistance are available at the USO open 24 hours on the second floor in the Seattle-Tacoma (Sea-Tac) International Airport. While awaiting transportation, you and your family may relax in the USO lounge. Commercial transportation is available from the airport directly to Joint Base Lewis-McChord. Airport shuttles are located at the south end of the baggage claim area. Shuttle bus schedules to/from base are available at [\[URL removed\]](#). Rates start at \$25/adult and \$13/child depending on the Airport shuttle service selected.
- **Automobile:** If you are driving, you should have no trouble finding Joint Base Lewis-McChord. Interstate 5 goes right by the base. From Sea-Tac Airport, head South on International Blvd/Pacific Hwy S/WA-99 toward S 184th Street, Turn left onto 200th Street, Merge onto I-5 South.
 - **Army Personnel:** Exit 120 will take you to Lewis Main Liberty Gate, open 24 hours a day.
 - **Air Force Personnel:** Exit 125 will take you to McCord Field Main Gate, open 24 hours a day.
- **Lodging/Hotel information:** IHG Army Hotels manages and operates the day-to-day functions of on-base lodging. Personnel interested in making on-base lodging arrangements may contact IHG Army Hotels at 1-877-711-TEAM or <http://www.ihg.com/armyhotels>. Service Members are not required to obtain a Statement of Non-Availability (SNA) to make off-base lodging arrangements. For a comprehensive list of off-base lodging options near JBLM as well as extended stays that offer special rates, contact the Housing Services Office.

Temporary Lodging Expense (TLE): TLE is designed to partially offset lodging and meal expenses when a member and/or dependents need to occupy temporary lodging in CONUS (Continental United States) in connection with a PCS. The member receives reimbursement (for member and family members) for temporary lodging and meal expenses, up to \$180 per day. If the member is moving from one CONUS base to another, he/she is authorized up to 10 days TLE, either at the losing duty station or at the new duty station (or any combination, up to 10 days total). If the member is moving from CONUS to overseas, they can only receive up to five days TLE at the losing duty station. If the member is moving from Overseas to CONUS, they can receive up to 10 days TLE at the new CONUS duty station after arrival. TLE is not paid for lodging made during the actual travel days from one duty station to another (that's an entirely different animal, called "per diem," rather it's for temporary lodging (in

Arrival Information (Continued)

the states) at the old duty station, before departure, or at the new duty station, after arrival. TLE is a percentage based entitlement, not a flat rate entitlement. To find the TLE locality per diem rates, please refer to the following link: <http://www.defensetravel.dod.mil/site/perdiem.cfm>. The legal authority for TLE is 37 USC 404a. Additional information is available at <http://www.defensetravel.dod.mil/site/faqtle.cfm>. Note: If you are seeking TLE/TLA reimbursement for lodging, JBLM Finance will require a receipt with a zero balance.

▶ **Permissive TDY (PTDY):** If you are claiming PTDY for purposes of house hunting, please ensure the following:

1. Your DA-31 specifically states PTDY in Block 7 and/or Block 17 with proposed dates identified.
2. PTDY dates do not go past the report date on your orders.
3. Your DA-31 is signed by a O5 or above, with full signature block. (If not, assumption of Command orders required.)
4. Per AR 600-8-10, section 5-34, the following statement is added to Block 17 of your DA-31: "I understand that this absence is not directed by any official of the U.S. Government. I further understand that I cannot conduct public business under this authorization. Accordingly, I will not be entitled to reimbursement for travel, per diem, or any other expenses. I understand that I have the right to cancel it at any time and return to my regular place of duty."

Effective 29 March 2018, Army personnel will not need to have their DA-31 stamped by the HSO. After signing into the installation and during in-processing, the DA 31 will be turned into Finance at Waller Hall. All personnel are still highly encouraged to attend the housing in processing brief prior to making any housing arrangements. The brief which covers both on-base and off-base housing options, is held Monday through Friday at 1100-1130 hours in Bldg 2140, Liggett Ave, Waller Hall, Room 202.

Installation In-Processing

▶ **Army Personnel:** All active-duty Service Members are required to report to USAG Reception, Building 2021, on arrival regardless of unit assignment. **(See Map at Annex B).** If you are delayed and are not able to report on the required date, call USAG Reception at (253) 967-7004 or DSN (312) 357-7004. You can expect to be with the detachment five days. Once you sign in, you will receive a billeting assignment, bedding and a temporary meal card if you are not on separate rations. If your family arrives with you, USAG Reception will help make them comfortable during your in-processing. You should have all your records with you: personnel, finance, medical and dental. You must be in uniform to in-process. The duty uniform for in-processing is BDU or ACU. Additional information on in-processing is available at <https://home.army.mil/lewis-mcchord/index.php/my-Joint-Base-Lewis-Mcchord/all-services/inprocessing>.

▶ **Air Force Personnel:** All active-duty Service Members are required to in-process through the customer service office located within the Military Personnel Section upon arrival. At that time, your relocation package will be opened and the customer service office will collect your unit personnel records group (if e-records not established yet) as well as a current SGLI form. You will receive back all other records, such as medical, dental and on-the-job training records. After you receive your medical and dental records, you will take them to the medical and dental clinic at your earliest convenience. You will also be scheduled for the Base Newcomers' Orientation Program at this time. At the base newcomers' orientation, you will attend briefings provided by different base agencies on Joint Base Lewis-McChord and you will accomplish your travel voucher with finance, as well as speak with a representative to set up with TRICARE-West. The Newcomers' Orientation is typically held the second or third Tuesday of each month at the American Lake Conference Center. It is a mandatory appointment, and attendees are required to be in uniform of the day. Spouses are highly encouraged to attend. If newcomers need free child care, contact the Airman and Family Readiness Center at (253) 982-2695 or DSN (312) 382-2695 to request a child care for PCS certificate (20 hrs per child) upon arrival at Joint Base Lewis-McChord. Bring all receipts necessary for completing your travel voucher, which will be done during the finance in-processing portion. Be sure to speak with the Squadron liaison to pick up your Squadron's in-processing checklist.

If you are an Airman coming from technical school, you will be required to attend the First Term Airmen's Center (FTAC). All briefings held at the Newcomers' Orientation will be in greater detail during FTAC. However, before FTAC, it's imperative you report to the Military Personnel Section to turn in your relocation package. You will be scheduled for the afternoon portion of the Newcomers' Orientation where you will file your travel voucher and meet with a TRICARE West representative. Important Note: If you are a new accession, be prepared to provide all enlistment documents to include prior service and Guard/Reserve

Installation In-Processing (Continued)

documents. If you are prior service (enlisted only), please have your DD 214 available. Also, it is very important that you bring a copy of your travel voucher to ensure your active duty pay account is established through finance. In case of emergency during your trip to Joint Base Lewis-McChord, contact your sponsor, unit first sergeant or commander.

- ▶ Army and Air Force regulations require all personnel to in-process with the Housing Services Office before making any permanent off-base living arrangements. You will need the following documents to in-process: copy of orders bringing you to Joint Base Lewis-McChord, verification of dependents (if applicable), marriage certificate (if applicable), birth certificates and/or DEERS printout (if applicable), power of attorney (if spouse of designated representative) and end of month Leave and Earnings Statement (LES).
- ▶ **One-Stop Center:** Housing Services Office, Lewis Main, Bldg 5128, Pendleton Ave. *(See Map at Annex C)*. In-processing briefs are held M-F from 1100-1130 hours in Bldg 2140, Liggett Ave, Waller Hall, Room 202.

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What We Do for You at the Housing Services Office

- ▶ Counsel personnel authorized Basic Allowance for Housing (BAH) before they enter into a lease, rental or purchase agreement.
- ▶ Educate personnel on their rights under the Service Members Civil Relief Act (SCRA).
- ▶ Provide area maps, rental listings, temporary lodging accommodation information, and computer workstations to assist in the search for housing.
- ▶ Manage the Rental Partnership Program (RPP).
- ▶ Provide home buying and selling education.
- ▶ Mediate tenant/landlord disputes.

Ten Things to Know About Renting in Washington

- ▶ **RESEARCH** your landlord, and **READ** every line of your lease.
- ▶ Do a thorough inspection when you move in, take photos, and document everything in **WRITING**.
- ▶ If something breaks and it is not your fault, notify your landlord in **WRITING**.
- ▶ If you are under the term of a lease, your landlord may not make any changes to the terms of the lease unless you agree in writing. For a month-to-month tenancy, a landlord can make changes to the terms with 30 days notice, except for changes to the increasing the rent which requires 60 days notice.
- ▶ Your landlord cannot enter your property without 48 hours notice (24 hours notice if showing it to new tenants) except in very limited situations.
- ▶ Terminate your lease in **WRITING** delivered by certified mail, returned receipt requested, or hand delivery. If terminating under the SCRA, include a copy of your orders or a memorandum from your commanding officer verifying your current or future military status.
- ▶ When it is time to move out, do a walk-thru, take photos, and document everything in **WRITING**.
- ▶ Your landlord has 21 days after your lease ends to refund your security deposit and/or send a written explanation as to why the landlord is keeping any of it.
- ▶ You will be responsible for any damage you cause - even if it exceeds the security deposit.
- ▶ If you have a dispute with your landlord about damages and the security deposit, you may be able to file an action in small claims court.

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Basic Allowance for Housing (BAH) Rates for 2021

GRADE	BAH WITHOUT DEPENDENTS	BAH WITH DEPENDENTS	GRADE	BAH WITHOUT DEPENDENTS	BAH WITH DEPENDENTS
E1	\$1,518	\$1,908	O1E	\$2,022	\$2,280
E2	\$1,518	\$1,908	O2E	\$2,106	\$2,355
E3	\$1,518	\$1,908	O3E	\$2,205	\$2,460
E4	\$1,518	\$1,908			
E5	\$1,695	\$2,022	O1	\$1,791	\$2,049
E6	\$1,800	\$2,214	O2	\$1,986	\$2,211
E7	\$1,914	\$2,265	O3	\$2,142	\$2,364
E8	\$2,064	\$2,328	O4	\$2,226	\$2,574
E9	\$2,115	\$2,424	O5	\$2,295	\$2,727
			O6	\$2,346	\$2,751
W1	\$1,878	\$2,226	O7+	\$2,385	\$2,769
W2	\$2,061	\$2,292	Want More Information? Detailed information on BAH is available on-line at: https://www.defensetravel.dod.mil/site/bah.cfm .		
W3	\$2,121	\$2,367			
W4	\$2,220	\$2,445			
W5	\$2,277	\$2,544			

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On-Base Unaccompanied Personnel Housing (<https://home.army.mil/lewis-mcchord/>)

- Unaccompanied Housing (UH) Branch:** The Unaccompanied Housing Branch manages permanent party barracks (over 10,000 spaces in over 100 buildings) and dormitories (over 600 spaces in 7 buildings) for single and unaccompanied Soldiers and Airmen in specified grades. *(See Army Barracks Management Program (ABMP) Trifold at Annex A)*. Buildings are grouped geographically and managed by the Unaccompanied Housing Branch Area Management Teams.
 - Army Personnel:** E5 and below single and unaccompanied are required to live in the barracks and complete in-processing as follows: (1) In-process with 525 Replacement Company, (2) Report to Unit S1, (3) In-process with appropriate Unit Barracks Management Team (BMT).
 - Air Force Personnel:** E4 and below with under 3 years time in service single and unaccompanied are required to in-process at the Consolidated Dormitory Office located on McChord Field at 566 Outer Circle Drive. The Consolidated Dormitory Office can be reached at (253) 982-2824.
- Unaccompanied Personnel Housing BEQ/BOQ (E6 and above):** Joint Base Lewis-McChord does not operate on-base BEQ/BOQ for E6 and above personnel.
- BAH/OHA Rates:** Joint Base Lewis-McChord BAH rates are available at <https://www.defensetravel.dod.mil/site/bahCalc.cfm> using duty station zip code "98433".

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On-Base Family Housing (<http://lincolnmilitary.com/installations/joint-base-lewis-mcchord>)

- Privatized Housing Overview:** On 1 April 2002, as part of the Army's Residential Communities Initiative (RCI), Joint Base Lewis-McChord (JBLM) Family Housing was initially privatized with the formation of a partnership between the Army and Equity Residential Property Management Corp/Lincoln Development, LLC. The partnership of Lewis-McChord Communities, LLC continues to build new housing, renovate existing housing, build community centers and provide neighborhood linkages. The privatized partner, Lincoln Military Housing, manages and operates the day-to-day functions of on-base family housing. The Lewis-McChord Communities Centralized Leasing Center can be reached at (253) 912-2112, familyhousing@lpsi.com, or <http://lincolnmilitary.com/installations/joint-base-lewis-mcchord>.

On-Base Family Housing (<http://lincolnmilitary.com/installations/joint-base-lewis-mcchord>) (Continued)

- ▶ **Eligibility:** The approximately 5,000 family housing units at Joint Base Lewis-McChord are divided into twenty-two housing areas (*see Map at Annex D*) and broken down by rank and bedroom requirement. You may apply for on-base family housing:
 - **Prior to your arrival at Joint Base Lewis-McChord**, by visiting <http://lincolnmilitary.com/installations/joint-base-lewis-mcchord>.
 - **Upon your arrival at Joint Base Lewis-McChord**, by attending an in-processing briefing. The in-processing briefing covers both on-base and off-base housing options. The briefing is from Monday through Friday at 1100-1130 hours in Bldg 2140, Liggett Ave, Waller Hall, Room 202.

- ▶ **Documentation Required to Live in On-Base Housing:**
 - Housing application
 - Orders bringing you to Joint Base Lewis-McChord (JBLM)
 - DA-31 (Leave form)
 - DD-1172 (Dependent verification form)

- ▶ **Waiting List/Times:** Wait list times vary by rank and bedroom requirement. For current average wait times, visit <https://lincolnmilitary.com/>.

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Off-Base Housing (Economy/Private Rental Housing)

- ▶ **Rental Rates for apartments:** Generally, the monthly price range for rental apartments, not including utilities, is from \$800-\$1,800 for one-bedroom units; \$1,025 to \$2,950 for two-bedroom units and \$1,300 to \$2,900 for three-bedroom units.

- ▶ **Rental Rates for stand-alone or duplex housing:** Generally, the monthly price range for stand-alone rental housing, not including utilities, is from \$1,400 to \$3,600 for three, four and five bedroom units depending on square footage and location. The monthly price range for rental duplex housing, not including utilities, is from \$900 to \$3,500 for two and three bedroom units.

- ▶ **Utilities:** Typical utilities include electric, gas, water/sewer and solid waste/recycling.
 - Most (but not all) residential communities near Joint Base Lewis-McChord receive electric and gas service from Puget Sound Energy (PSE). PSE can be reached at [\[URL removed\]](#) or (888) 225-5773.
 - Water and sewer service providers vary by individual counties and cities. To obtain your service providers information, contact your landlord or refer to your lease agreement.
 - Solid waste/recycling service providers vary by individual counties and cities. Pierce County information is available at [\[URL removed\]](#). Thurston County information is available at [\[URL removed\]](#).

- ▶ **BAH/OHA Rates:** Joint Base Lewis-McChord BAH rates are available at <https://www.defensetravel.dod.mil/site/bahCalc.cfm> using duty station zip code "98433".

Additional Off-Base Housing Search Tools

- **Realty Companies (House and Duplex Rentals):** The following realty companies do not charge a fee for their property listings and do not use one-way leases to the best of our knowledge. If you inform them about the rent range you are interested in, they will provide you with a list of available rentals. If you would like to do a site inspection, contact the property manager to request an appointment. A tenant screening/credit check fee for your rental is typical; however, fees for obtaining a listing are not. When calling, ask to speak to the person who handles rentals or the rental department.

**NOTE: All companies below have websites which have been removed due to DOD security restrictions. Email HSO for an updated welcome packet at usarmy.jblm.id-readiness.list.dpw-rcd-hso@mail.mil.*

TACOMA, LAKEWOOD, STEILACOOM, UNIVERSITY PLACE, FIRCREST, AND DUPONT

- ASPEN NW Real Estate & Property Mgmt – 253-584-8200
- Blue Emerald Real Estate Company & Prop Mgmt – 253-896-3838
- DuPont Realty & Prop Mgmt – 253-964-4400
- Evergreen Residential Mgmt – 253-589-2413
- Harold Allen – 253-582-6111
- Hawkins Poe, Inc. – 253-274-9190
- HCS (Home Care Services) – 253-857-7368
- Home Team DuPont – 253-883-3300
- Kalles Rentals – 253-848-9393
- NextHome South Sound – 253-292-1132
- Northwest Properties Agency, Inc. – 253-584-3633/253-584-3636
- Olympic Rental & Landlord Services, Tacoma Office – 253-777-5591
- Park 52 – 253-473-5200
- Parkwood Property Mgmt – 253-588-2266
- Real Estate Investment Svcs – Lakewood: 253-207-5871, Tacoma: 253-752-9742
- Reeder Mgmt – 253-858-8304 (Primarily Apartments)
- Spinnaker Property Mgmt – 253-830-5160
- Suburban Realty – 253-537-8636
- Willow Properties – 253-581-5199

SPANAWAY

- Excel Realty – 253-531-3811
- Double Z Realty – 253-531-9431
- Parkside Realty – 253-537-0274

PUYALLUP

- Clockwise Property Management – 253-200-1315
- FirstPoint Real Estate – 253-303-3880
- Kalles Rentals – 253-848-9393
- Real Property Mgmt – 253-426-1730
- SJC Prop Mgmt – 253-863-8117
- Spartan Agency – 253-863-6122
- Vista Property Mgmt – 253-845-7368

FEDERAL WAY

- Around the Clock, Inc. – 253-852-3000
- Haven Property Mgmt – 253-214-7441
- Zaran Sayre & Assoc – 253-941-4012/1-800-228-4012

Additional Off-Base Housing Search Tools (Continued)

LACEY, OLYMPIA, TUMWATER, ROY, AND YELM

- Blue Summit Realty – 360-688-4073
- Cycle Real Estate – 360-753-0916
- Greene Realty Group Property Mgmt – 360-528-4166
- Hometown Property Mgmt – 360-456-7368
- Jackson Rental Properties – 360-455-8922
- John L. Scott – 360-458-4200
- Olympic Rental & Landlord Services, Olympia Office — 360-878-0051
- Olympic View Group, Inc. – 360-426-4988
- Prime Locations – 360-943-9922 (Apartments only)
- Rants Group – 360-943-8060
- Team NW PM – 360-357-8140
- Windermere/Olympia – 360-943-4189
- Windermere/Yelm – 360-458-3855

**NOTE: Lists of URLs removed below for each topic area. Email HSO for an updated welcome packet at usarmy.jblm.id-readiness.list.dpw-rcd-hso@mail.mil.*

▶ **Rental Search Engines***

▶ **Local Newspapers (Classified Section)***

▶ **Crime Statistics Websites***

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Off-Base Housing Rental Partnership Program (RPP)

- ▶ **WHAT IS THE RENTAL PARTNERSHIP PROGRAM (RPP)?** This program helps JBLM single Service Members and families find affordable, off-base housing. The intent is to help ease the financial stress of PCS moves and other major transitions by encouraging landlords to provide reduced rent, waive security/rent deposits, and waive fees for credit checks. Landlords also agree that the units will be inspected by the JBLM HSO to ensure they meet acceptable standards. In return, the landlord reaps the benefits of the RPP. Most importantly to the landlord, the Service Member agrees to pay rent by military allotment. This greatly reduces the landlord's risk of losing rental income. The landlord also knows that he/she gets a tenant who has been qualified by the RPP. This program encourages landlords to take advantage of the unique benefits of working with the military and to pass the savings on to military families.
- ▶ **WHO IS ELIGIBLE FOR THE RPP?** All active duty Service Members assigned to JBLM, married and single, who are in receipt of Basic Allowance for Housing (BAH), may participate in the program.
- ▶ **HOW DOES THE SERVICE MEMBER GET APPROVED FOR THE PROGRAM?** Service Members will select a property from the list of participating RPP properties and submit their required documents to the property manager. The property manager will email the Service Member's application packet to the HSO and will then schedule the Service Member an appointment for their enrollment briefing which will be conducted over the telephone. When all actions and final counseling has been completed, qualified Service Members will receive an Eligibility Certificate which will be emailed to the Property Manager as well. The Service Member will then sign their lease and receive an email with step-by-step guidance on how to complete their allotment.
- ▶ **WHAT PROPERTIES ARE PARTICIPATING IN THE PROGRAM?** Contact the HSO at usarmy.jblm.id-readiness.list.dpw-rccd-hso@mail.mil for an updated list of participating properties.
- ▶ **MUST THE SERVICE MEMBER SIGN A LEASE?** Lease/rental agreements in the RPP shall be for 6 or 12-month periods, at the option of the Service Member. After the initial lease/rental period, a lease may be renewed at the request of a Service Member so long as the Service Member complies with the terms of the RPP.
- ▶ **WHY MUST A BILL-PAYING SERVICE COMPANY LIKE FIRSTNET BE USED?** Department of Defense regulations prohibit making allotments payable to individual persons such as landlords. The incentive for a landlord to give Service Members the benefits of the RPP is the guarantee of regular timely rent payments. Please carefully read FirstNet's contract to ensure you agree with the terms. For assistance or clarification in understanding the terms, please contact a RPP representative for an explanation.
- ▶ **HOW DOES THE SERVICE MEMBER PAY RENT?** The Service Member's allotment is initiated through the HSO. The allotment is payable to the bill paying service company, FirstNet. FirstNet receives the proceeds of the allotment and electronically transfers the rent to the landlord on the first day of each month. FirstNet charges a \$3 fee per month for the allotment processing service, which is added to the allotment. The Service Member must pay the first month's rent or any rent due directly to the landlord with a cashier's check, money order, or certified check until the allotment is effective.
- ▶ **WHAT HAPPENS AFTER THE LEASE EXPIRES?** When the initial term of the lease has expired, the Service Member may extend participation in the RPP by execution of a new lease. When a new lease is negotiated, rent may be increased. The Service Member will be required to stop by the HSO for instructions on renewal procedures.
- ▶ **HOW ARE ALLOTMENTS STOPPED?** The terms of the program require the Service Member to keep the allotment in effect until properly cleared from RPP. The stop allotment will be processed through the HSO and amounts owed will be noted on the Move-out Inspection Report. If it is too late to stop the allotment prior to the end of the month, the RPP representative will notify FirstNet not to send any further money to the landlord. FirstNet will hold these funds on deposit pending notification by the Service Member of the refund instructions. If the Service Member still owes the landlord money for damages or any other unpaid balances, assuming there is no dispute as to the balance owed, the allotment will not be stopped until the balance is paid or the Service Member provides the HSO with a written payment arrangement that has been approved by the landlord for clearance purposes. FirstNet provides monthly management reports to the HSO. This helps the RPP representative resolve rent disputes and track if the rental allotment has been stopped or interrupted.

Off-Base Housing Rental Partnership Program (RPP) (Continued)

- ▶ **HOW DOES THE PROGRAM AFFECT A SERVICE MEMBER'S CURRENT LEASE (NON RPP)?** If a Service Member is in an existing lease with a property that is subsequently approved for RPP and wishes to participate in the program, it is at the landlord's discretion whether the Service Member may immediately participate in the program; however, the landlord agrees that the Service Member may participate in RPP after the existing lease expires. The Service Member would qualify for the RPP through the HSO and then enter into a lease under the RPP. Once the appropriate paperwork has been completed, the landlord will refund the security deposit within 21 days of the lease execution. The security deposit refund may not be used for the last month's rent under the RPP or the final month on an existing lease.
- ▶ **CAN AN APARTMENT COMPLEX REFUSE TO RENT TO CERTAIN RANKS?** No, participating companies must agree to rent to any rank authorized by the RPP.
- ▶ **WHAT HAPPENS IF THE SERVICE MEMBER RECEIVES ORDERS?** If the Service Member receives PCS orders, deployment orders, or TDY orders for a period of not less than 90 days, he/she may terminate the lease before the end of the lease term. The Service Member must present a copy of orders to the landlord and give a 20 day written notice. As much advance notice should be given where possible. If the Service Member receives short notice PCS or deployment orders that do not allow for a 20 day notice, he/she will not be penalized. The Service Member should show these short-notice orders to the landlord as soon as possible and within 7 days of receipt. If an issue arises as to when the Service Member received the orders, the Landlord agrees to accept an official memorandum from the Service Member's Commander as to the date the Service Member received the orders.
- ▶ **IS A DEPOSIT REQUIRED?** Other than a pet deposit and nonrefundable cleaning fee (which may be required), deposits are not required under the program.
- ▶ **IS AN APPLICATION/ADMINISTRATIVE FEE REQUIRED?** No application/administrative fee is required under this program. Since the rent will be paid by allotment, poor credit history is usually not a factor in determining eligibility. However, Service Member or their dependents may be refused for poor rental history or a criminal record on any of the occupants to be residing in the rental unit, on a case-by-case basis.
- ▶ **IS A PET DEPOSIT REQUIRED?** The individual landlord's or management company's rules apply.
- ▶ **WHAT IF THE SERVICE MEMBER DISAGREES ABOUT THE CONDITION OF AN APARTMENT ON MOVE IN OR DAMAGES ON MOVE OUT?** Generally, the property will be inspected by the tenant and landlord. If there are any issues, a RPP representative will inspect at the request of either party. All damages, repair requirements, and the overall condition of the unit will be noted on a Move-in Condition Report. A copy of the Move-in Condition Report will be retained at the HSO. Upon vacating the unit, the tenant and landlord should conduct a joint move-out inspection. The landlord is required to provide the tenant with a copy of the signed Move-Out Inspection Report. The Service Member is responsible for any damages verified at the move-out inspection. Please refer to the question above, "How will disputes between Service members and landlord be resolved?" for additional information referencing disputes.
- ▶ **WHO CAN I TALK TO IF I HAVE MORE RPP QUESTIONS?** Additional questions should be directed to the RPP Manager at (253) 967-5127 or usarmy.jblm.id-readiness.list.dpw-rcd-hso@mail.mil.

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Joint Personal Property Shipping Office (JPPSO) Northwest

- ▶ **Inbound Branch Office** - Manages all functions related to the following: Delivery and temporary storage of personal property; tracing of personal property, and turn in of DITY packet.
 - **Office:** Bldg #2150 Liggett Ave, Lewis Main (Next to Waller Hall)
 - **Hours:** Monday – Friday, 0730 – 1500 (Closed 11:30-12:30 for lunch)
 - **Phone (COMM):** (253) 967-5093; or (800) 521-9959
 - **Phone (DSN):** 357-5093; or (800) 521-9959
 - **Email:** usarmy.jblm.usamc.mbx.jppsonw-cs@mail.mil
 - **Website:** <https://home.army.mil/lewis-mcchord/index.php/my-Joint-Base-Lewis-Mcchord/all-services/joint-personal-property-shipping-office>; <https://www.lewis-mcchord.army.mil/jppso/index.html>

Joint Personal Property Shipping Office (JPPSO) Northwest (Continued)

- ▶ **Personal Property Arrival** - JPPSO Inbound makes every effort to contact you upon arrival of your household goods (HHG) before it goes into temporary storage. This is to give you the opportunity to provide an address and have the property delivered immediately rather than being placed in storage. To check the status of your personal property, you are encouraged to visit JPPSO at Building 2150. If you are not in the local area, you may call JPPSO at the phone numbers provided above.
- ▶ **Providing Points of Contact** - It is very important that JPPSO has a way to contact you when your personal property arrives or your temporary storage entitlement expires. Please ensure JPPSO has your most current mailing address, e-mail address, duty, home, or cell phone. Confirm JPPSO has the names of any receiving agents you have appointed. You can verify or update this information by contacting JPPSO.
- ▶ **Requesting Tracer Actions** - To request tracer actions or check on a late shipment, contact JPPSO Inbound. Tracer actions of personal property are not initiated until the Required Delivery Date (RDD). This date can be found on your copy of the Bill of Lading (BL, Block 8) or by contacting JPPSO.
- ▶ **Extending Temporary Storage** - Your basic entitlement for temporary storage is 90 days. You may apply for an additional 90 days provided you meet the following criteria:

- Serious illness of the member (include doctors statement)
- Serious illness or death of a dependent
- Impending assignment to Government quarters (include letter from housing office assigning quarters within extension period)
- Directed TDY after arrival at permanent station (include copies of TDY orders)
- Non-availability of suitable civilian housing
- Awaiting completion of residence under construction (include statement from builder)
- Acts of God

Note: The intent of the temporary storage entitlement is not long-term storage. It is intended to give the Service Member sufficient time to find quarters that will accommodate the property shipped to the new duty station.

- ▶ **Extending Temporary Storage -**

To request an extension:

- Must submit extension request prior to your current storage expiration date.
- Request must be approved by JPPSO.
- You may extend your storage on line at <https://www.lewis-mcchord.army.mil/jppso/> and click on "Inbound Services" or you can visit JPPSO next to Waller Hall to complete an extension.

On-line Request:

- Print the DD form 1857, sign and fax, with a copy of your orders and written justification to (253) 967-9475.
- Ensure you include a good contact phone number on the FAX so JPPSO can confirm if your request was approved.

- ▶ **Scheduling Delivery** - To schedule the delivery of your personal property you will need your address, contact phone number, and date (week day/non-holiday). You can schedule your delivery over the phone, in person, or via email.

You or your receiving agent must be available on the scheduled delivery date between the hours of 0800-1700.

When the movers deliver your property, they must unpack your goods, one time room placement of your property and remove the boxes and debris. If you chose not to have the movers unpack, they are not required to return to pickup boxes and debris. The movers will leave you a copy of the DD1840/DD1840R, Statement of Loss/Damage (pink form). If you need to file a claim, you must complete the DD1840 and submit it to the Carrier within 70 days of delivery.

Non-Temporary Storage (NTS)

As of 1 Oct 2018, HQ IMCOM will be responsible for funding of non-temporary storage (NTS) as a result of an approved short distance move if applicable, after the initial PCS is completed. This is IAW JTR Par 019. For inbound families, this means that if you're going to be assigned to RCI housing (mandatorily based on Key and Essential position and/or voluntarily) on JBLM, and there is not enough room in your assigned housing unit to store your household goods, **you will need to request line of accounting (LOA) approval from your losing Garrison.** The approval for NTS would need to be requested for the duration of your tour at JBLM. **Once you PCS into JBLM, the Garrison will not be able to fund or approve NTS for the Army or Air Force. NTS approval for this type of storage must be approved and authorized on your PCS orders to JBLM.**

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School Information

- ▶ **School Support Services:** The Joint Base Lewis-McChord School Support Office can be reached at (253) 967-7195, usarmy.jblm.imcom-fmwrc.mesg.slo@mail.mil, or <https://jblm.armymwr.com/programs/school-support-services>. School Support Services provides school-aged youth resources and information necessary to achieve academic success. A branch of Child & Youth Services (CYS), School Support Services, features School Liaison Officers (SLOs), who help schools, installations and Families work together for student achievement. SLOs are your best support in the area of education, schools and military transitions. SLOs are knowledgeable in current education news and policies. They act as the conduit between the school community - including local public school districts, private schools and home school Families - and the installation.
- ▶ **E.F.M.P.:** <https://jblm.armymwr.com/programs/EFMP> or (253) 967-9704/3502
- ▶ **On-Base Schools:** Clover Park School District operates six elementary schools on Joint Base Lewis-McChord including Beachwood, Hillside, Evergreen, Meriwether, Rainier and Carter Lake. Information is available at [\[URL removed\]](#) and [\[URL removed\]](#).
- ▶ **Off-Base Schools** (*NOTE: All schools below have websites which have been removed due to DOD security restrictions. Email HSO for an updated welcome packet at usarmy.jblm.id-readiness.list.dpw-rcd-hso@mail.mil:*)
 - Bethel – (253) 683-6000
 - Clover Park – (253) 583-5000
 - Fife – (253) 517-1000
 - Franklin Pierce – (253) 298-3000
 - North Thurston - (360) 412-4400
 - Peninsula – (253) 530-1000
 - Puyallup – (253) 841-1301
 - Steilacoom – (253) 896-2897
 - Tacoma – (253) 571-1000
 - University Place – (253) 566-5600
 - Yelm – (360) 458-1900
- ▶ **School Research Resources:**
 - *Email HSO at usarmy.jblm.id-readiness.list.dpw-rcd-hso@mail.mil for an updated welcome packet which includes a list of resources.*

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Pet Information

- **On-Base Family Housing:** Within on-base family housing, a maximum of four pets per dwelling unit is allowed. Pets must be registered within ten working days. Pets allowed include dogs (except those determined, in the agent's sole discretion, to be dangerous or potentially dangerous). The following dog breed restrictions are not permitted in on-base family housing: Pit Bulls (American Staffordshire Bull terriers or English Staffordshire Bull terriers), Rottweilers, Doberman Pinchers, Chows, and wolf hybrids or any other breeds (including mixed breeds) that are deemed aggressive or potentially aggressive unless the dog is a certified military working dog that is being boarded by its handler/trainer. Exotic animals such as reptiles, rodents (other than hamsters and guinea pigs), hedgehogs, skunks, rats, raccoons, squirrels, potbellied pigs, ocelots, coatimundis, ferrets, monkeys, snakes, prairie dogs, minks and farm animals are not allowed. Pets must be registered with the McChord Field Veterinary Facility. Tag numbers will be issued with proof of current vaccinations. Tag numbers must be supplied to the housing office.

Pet immunizations are available at the McChord Field Veterinary Treatment Facility by appointment only. For more information, call (253) 982-3951.

- **Veterinarian office:** The JBLM Veterinary Treatment Facility is located at Bldg 768, off Warehouse Road, McChord Field. The facility is open Monday thru Thursday from 0800-1600 hours and on Friday from 0800-1500 hours and can be reached at (253) 982-3951, <https://phc.amedd.army.mil/organization/Pages/Veterinary-Treatment-Facilities.aspx> or [\[URL removed\]](#).
- **Registration Requirements:** Pets must be registered with the base Veterinary Treatment Facility within 10 calendar days of occupancy of on-base housing or when a housing occupant acquires a new pet. To register your animal, bring a copy of a current rabies certificate, signed by a licensed veterinarian and a copy of their microchip information. All pets residing in on-base housing must be microchipped at time of registration. If your pet has not been microchipped, the Veterinary Treatment Facility can microchip your pet for a nominal fee. Contact the Veterinary Treatment Facility at (253) 982-3951 for an appointment. Registration is automatic if we provide the rabies vaccination to your pet. Registration is free of charge.
- **Off-Base Housing City/County/State Pet Registration** (*Email HSO at usarmy.jblm.id-readiness.list.dpw-rcd-hso@mail.mil for an updated welcome packet which includes websites for each county.*)
 - Pierce County
 - Thurston County
 - Washington State
- **Quarantine Requirements:** If your pet is traveling by plane to another country, contact our staff to find out the entry requirements. Let us know as soon as possible if you are scheduled to travel or PCS overseas. Some countries require several months' preparation in order to ensure your pet can enter that country with the least amount of restrictions.
- **On-Base Boarding Kennels:** The Pet Brigade, located at Bldg 4907, Pendleton Drive, Lewis North is a privately owned boarding facility that operates on Joint Base Lewis-McChord. They may be reached at (253) 912-4898 or [\[URL removed\]](#).

Off-Base Boarding Kennels:

Name	Address	Phone#	Pick-up Airport/Base	Web-site
Country Kennels	11812 8th Ave E, Tacoma, WA	253-535-9314	Yes	
Gilshire Kennels	2519 128th St E, Tacoma, WA	253-531-5589	No	
Shaggy Shack Pet Resort & Spa	3508 224th St E, Spanaway, WA	253-847-2786	No	<i>Email HSO at usarmy.jblm.id-readiness.list.dpw-rcd-hso@mail.mil for an updated welcome packet which includes websites for each kennel.</i>
Winstar Bed & Biscuit	3602 112th St E, Tacoma, WA	253-531-0779	No	
Northwind Pet Care Center	9902 Yelm Hwy SE, Olympia, WA	360-456-5631	No	
Friendly Grove Resort & Spa for Dogs	2901 Friendly Grove Rd NE, Olympia, WA	360-352-1322	No	

**This list of off-base kennels is not intended to be an endorsement or recommendation by the HSO but is provided as information to assist personnel who are in need of kennel service for their pets.*

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Community Information

- **Community Resource Guide:** The Joint Base Lewis-McChord Community Resource Guide is available at <http://www.lewis-mcchord.army.mil/ResourceGuide>.
- **Community Overview:** Joint Base Lewis-McChord is surrounded by vast recreational opportunities. The Puget Sound offers year round enjoyment of boating, fishing, whale watching and scuba diving. Take an hour and 30 minute scenic drive to the pristine Cascade mountains, or look in any direction to see our most recognizable landmark, Mt. Rainer. We proudly call Tacoma, Olympia and Seattle our neighbors and encourage all families to explore these beautiful cities. Tacoma, Olympia and Seattle are all accessible via the I-5 interstate. With plenty of activities within minutes of JBLM, it's easy to see why Joint Base Lewis-McChord is the most requested duty station in the Army. If you are looking to explore even more of the Pacific Northwest, here are some activities to consider.

***NOTE: External URLs have been removed below. Email HSO for an updated welcome packet at usarmy.jblm.id-readiness.list.dpw-rcd-hso@mail.mil.**

- **Tacoma.** Tacoma is Washington State's third-largest city, with approximately 203,400 residents. Explore the City Of Tacoma website to find out why Tacoma is known as the City of Destiny. Tacoma, Washington is nestled in the heart of the Pacific Northwest and is the cultural center for the South Puget Sound Region. A mid-size city with a bustling port, Tacoma is poised for international trade and shipping. Tacoma is a unique contemporary city that values its history and has a strong historic preservation program. Public Art in Tacoma includes the renowned Chihuly Bridge of Glass with smaller stellar works attracting visitors to all neighborhoods in our City. The performing arts are alive and well in Tacoma. The City is home to classical music groups, theatre, an opera company and the Broadway Center for the Performing Arts presents nationally recognized artists throughout the year. Tacoma is a place of creative synergy and we welcome you to explore our dynamic city. *[URL removed]* is a service of the City of Tacoma.
 - **Tacoma Children's Museum*:** A trip to the Museum is sure to inspire creativity, learning, play and fun as children Zing! into the power of play, create masterpieces in Becka's Studio, garden in New Digs and design skyscrapers in Design, Build, Play! Drop in for one of the Museum's most popular programs, WOW and Play to Learn!
 - **Museum of Glass*:** The Museum of Glass is a *hot* destination. Come experience exhibitions with work by world-renowned contemporary artists and be enthralled by artists in the Hot Shop making artwork from molten glass right before your eyes.
 - **Washington Historical Society*:** Located in the heart of Tacoma's Museum District, the Washington State History Museum brings history to life through multimedia presentations, interactive exhibits, walk-through dioramas, and oral histories of life in the Evergreen State.
 - **Metro Parks Tacoma*:** Created in 1907 as a municipal corporation to manage park, recreation and zoological services and facilities for the citizens of Tacoma.
 - **Point Defiance Zoo and Aquarium*:** Must see for the whole family.
 - **Olympic Game Farm*:** Entertaining families for over 40 years. For more than 28 years, the Olympic Game Farm worked exclusively with Walt Disney Studios and many others on features for theatre and television including: "The Grizzly Adams Series", "The Incredible Journey", "Charlie The Lonesome Cougar", "Beachcombers" and many more. Today, the farm is home to over 20 different exotic and non exotic species, with hundreds of animals on site for families to "Get Face to Face with Wildlife" from the comfort of their vehicles on our famous Driving Tour.
 - **Northwest Trek Wildlife Park*:** A treasure for wildlife enthusiasts. This 725-acre park has a little bit of everything: lakes, trails, meadows and plenty of animals. Northwest Trek is home to more than 200 North American animals. See bighorn sheep, deer, Roosevelt elk, woodland caribou, mountain goats, bison and more up close from comfortable trams while touring the free-roaming area. Walk forested pathways to view grizzlies, black bears, wolves, bobcats, lynx, cougars, owls, eagles and wetland animals in beautiful natural exhibits. Explore five miles of nature trails and enjoy exciting hands-on experiences in the Cheney Family Discovery Center.
- **Seattle.** Seattle lies on a narrow strip of land between the salt waters of Puget Sound and the fresh waters of Lake Washington. Beyond the waters lie two rugged mountain ranges, the Olympics to the west and the Cascades to the east. It is a city built on hills and around water, in a mild marine climate that encourages prolific vegetation and abundant natural resources. Seattle has many unique points of interests people identify with. Here are a few ideas and links to help you plan your visit.

Community Information (Continued)

- **Seattle Icons**
 - Space Needle*
 - Pike Place Market*
 - Famous Graves*
 - Original Starbucks*
 - Fremont Troll*
 - Bill Gates House*
 - Museum of Pop Culture*
 - Hat N' Boots*
 - Seattle Art Museum*
 - Pacific Science Center*

- **Sight Seeing***: *Go Northwest!* * is a travel guide for the Pacific Northwest and a comprehensive directory of listings for accommodations, activities, attractions, dining, shopping and general travel information for more than 1,000 cities and towns in the states of Idaho*, Montana*, Oregon*, Washington*, Wyoming* and the province of British Columbia*, Canada.
- **Mount St. Helens***: Volcano-watching and photographing America's volcano is the top past-time at the National Park followed by touring the exhibits and movies at these two main Mount St. Helens National Park Visitor Centers.
- **Mount Rainier***: Mount Rainier has five developed areas: Longmire, Paradise, Ohanapecosh, Sunrise, and Carbon/Mowich. Although the level of development in these areas ranges from basic -little more than a campground and picnic area- to extensive -hotel, restaurant, visitor center, campgrounds and picnic areas- each can serve as a base for exploring the rest of the park.
- **Ocean Shores***: A friendly affordable community surrounded by the Pacific Ocean and Grays Harbor. Our residents and visitors enjoy two fresh water lakes, twenty three miles of canals, great beaches and many natural areas. Whether you come to live, work, shop, play or just relax, we're glad you're here.
- **Pacific Beaches***: Washington State's Pacific Ocean beaches are basically split up into two areas. We have split them into north and south. The reason is twofold; first, that the two areas are physically separated by over 50 miles of driving along Willapa Bay and secondly, because they are distinctively different areas in terms of both geography and accommodations.
- **State Capital Building***: Washington State's Legislative Building, completed in 1928 after six years of construction, serves as both a working governmental center and a symbol of Washington's free and democratic government. It is the centerpiece of the five historic buildings designed by New York architects Walter Wilder and Harry White. Conceived in the architectural competition of 1911 and selected by the State Capitol Commission, Wilder and White's designs for the Legislative Building were completed and set into motion in 1922.
- **Whidbey Island / Deception Pass***: Between the Olympic and Cascade mountain ranges of the Pacific Northwest, Whidbey Island offers quality lodging accommodations, gourmet dining, unique art galleries and gifts, antiques, wineries, watchable wildlife, sustainable villages and hamlets, historical sites and recreational adventures for all seasons. There are trails for bikers and hikers, and amazing routes for sea kayakers, whether beginners or advanced. First-time visitors usually see the bridge from their car. Equally impressive is the view from the beaches below. Above the water soars an achievement of vision and persistence - humans adding to nature's scenic wonder. The bridge facilitated North Whidbey development, fostered the eventual placement of the Naval Air Station Whidbey in Oak Harbor, and became the local *image that visitors thrill to see. Truly a crown, the Deception Pass Bridge has brought a new dimension of romantic flavor to this intriguing and majestic area.*

Community Information (Continued)

- **Hoh Rainforest***: The Hoh Rain Forest is located in the stretch of the Pacific Northwest rainforest which once spanned the Pacific coast from southeastern Alaska to the central coast of California. The Hoh is one of the finest remaining examples of temperate rainforest in the United States and is one of the park's most popular destinations.
- **Leavenworth Your Bavarian Getaway***: The vast natural surroundings of Leavenworth, Plain, and Lake Wenatchee include the Wenatchee National Forest, Alpine Lakes Wilderness, and Glacier Peak Wilderness. For recreationalists, these surroundings provide four seasons of activity and adventure. Snowmobile, cross-country ski, hike, rock climb, bike, fish, kayak, raft, inner tube, ride horses, golf - there's always something to do in and around Leavenworth.
- **Forks Washington***: This 2,000 square mile area is bordered on the north and west by over 100 miles of saltwater shores, and to the south and east by alpine meadows and rain forest valleys. Over 200 miles of wild rivers criss-cross the region, providing healthy runs of native salmon and steelhead. Experience world class attractions such as the Olympic National Park, Rialto Beach, the Hoh Rain Forest, Kalaloch Beach, Lake Ozette, Cape Flattery and the Northwest Coast, Lake Crescent, Sol Duc Falls and our many scenic rivers and mountain trails.
- **Lake Chelan***: Tourism nestled in the heart of the Cascades, Lake Chelan is Washington's premier waterfront destination. For generations families have been making the journey to the lake, creating priceless memories. Lake Chelan has a small town resort charm that gets harder and harder to find these days.

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Frequently Asked Questions (FAQ's)

Do you take advance applications for housing? Yes, you may submit an advance application for on-base family housing by contacting the Lewis-McChord Communities Leasing Center at (253) 912-2112 or (253) 912-2150.

When can I apply for housing? You can apply for on-base family housing at any time. You can also apply upon arrival at Joint Base Lewis-McChord by attending an in-processing briefing. The in-processing briefing covers both on-base and off-base housing options. The briefing is from Monday through Friday at 0930-1000 hours in Bldg 2140, Liggett Ave, Waller Hall Room 202.

Can I select the area where I want to live? Yes, on-base family housing operates on a community of choice model separated by rank bands. You will be offered the opportunity to apply for housing areas which have housing for your pay band. The enlisted pay bands are: E1-E4, E4-E6, E7-E8 and E9. The officer pay bands are: W1-O3, W4-O5, O6-O7 and above.

Can I live off-post? Residing in on-base family housing is not mandatory, except for personnel assigned to designated key and essential positions. All Service Members with a family housing requirement are eligible to apply for on-base housing at the daily housing brief. Service Members choosing to purchase or rent a home or apartment off-base are highly encouraged to utilize the Housing Services Office.

How long does it take to find housing? Wait times vary by rank and bedroom requirement. Current wait times by neighborhood are available at <https://lincolnmilitary.com/>.

What size are the houses (on-post, off-post) and where can I get/see the floor plan? Home sizes vary widely with square footages ranging from 900 to 2700 square feet. Floor plans for on-base family housing are available at <http://lincolnmilitary.com/installations/joint-base-lewis-mcchord>.

Will military members still have the option to live off-post? Residing in on-base family housing is not mandatory, except for personnel assigned to designated key and essential positions. All Service Members with a family housing requirement are eligible to apply for on-base housing. Service Members choosing to purchase or rent a home or apartment off-base are highly encouraged to utilize the Housing Services Office.

Frequently Asked Questions (FAQ's) (Continued)

What are Basic Allowance for Housing (BAH) entitlement and rent allotments? The purpose of the Basic Allowance for Housing (BAH) is to provide fair housing allowances to Service Members. BAH rates are published annually and are based on rental-housing costs in the private sector. BAH rates are available at using a duty station zip code of "98433".

How and who is starting and stopping my BAH and/or Overseas Housing Allowance (OHA)? Basic Allowance for Housing with dependents (BAH W/D) is paid to Service Members who live on or off-base with their authorized dependents. Upon in-processing at the Joint Base Lewis-McChord Defense Military Pay Office (DMPO), Soldiers already in receipt of BAH W/D, with no changes in their dependency status, will have their BAH entitlements recertified. When a change in dependency status (i.e., marriage, divorce, birth, death, court documents, etc.) occurs, the Soldier will submit the appropriate documents to their unit for verification. The PAC will prepare the DA Form 5960 and submit supporting documentation on a Unit Transmittal Memorandum to the DMPO. Soldiers, E5 and below, already stationed at JBLM that have a change to their marital status, change in dependency, are promoted, or need to start, stop or change a housing entitlement must also have their DA Form 5960 prepared and certified by their unit. Additional information is available from DMPO at (253) 966-0272.

Are there any restrictions on bringing our pets? Yes

- **Restrictions on the number of pets?** For on-base family housing, no more than four pets are authorized per home. For unaccompanied personnel housing, one 30 gallon fish tank per room with non life-threatening fish is the only type of pet allowed.
- **Restrictions on the type/breed of dog?** The following dog breeds are not permitted in on-base family housing: Pit Bulls (American Staffordshire Bull terriers or English Staffordshire Bull terriers), Rottweilers, Doberman Pinchers, Chows, and wolf hybrids or any other breeds (including mixed breeds) that are deemed aggressive or potentially aggressive unless the dog is a certified military working dog that is being boarded by its handler/trainer.
- **Restriction on the type of pet, i.e., "Can I have my pet snake/iguana/ferret/pot-bellied pig?"** Exotic animals such as reptiles, rodents (other than hamsters and guinea pigs), hedgehogs, skunks, rats, raccoons, squirrels, potbellied pigs, ocelots, coatimundis, ferrets, monkeys, snakes, prairie dogs, minks and farm animals are not allowed.

What schools are in the area?

- **On-Base:** Clover Park School District operates six elementary schools on Joint Base Lewis-McChord including Beachwood, Carter Lake, Evergreen, Meriwether, Rainier and Hillside. Information is available at [\[URL removed\]](#).
- **Off-Base Schools** (*NOTE: All schools below have websites which have been removed due to DOD security restrictions. Email HSO for an updated welcome packet at usarmy.jblm.id-readiness.list.dpw-rcd-hso@mail.mil;*)
 - Bethel – (253) 683-6000
 - Clover Park – (253) 583-5000
 - Fife – (253) 517-1000
 - Franklin Pierce – (253) 298-3000
 - North Thurston - (360) 412-4400
 - Peninsula – (253) 530-1000
 - Puyallup – (253) 841-1301
 - Steilacoom – (253) 896-2897
 - Tacoma – (253) 571-1000
 - University Place – (253) 566-5600
 - Yelm – (360) 458-1900

What is the best school? School ratings can be obtained at [\[URL removed\]](#).

Frequently Asked Questions (FAQ's) (Continued)

Where do I stay while I wait for housing? Families may stay in temporary lodging while waiting for on-base housing or locating housing off-base. Because Joint Base Lewis-McChord (JBLM) lodging has been privatized, personnel are no longer required to obtain a Statement of Non-Availability (SNA) to make off-base lodging arrangements. Personnel interested in making on-base lodging arrangements may contact IHG Army Hotels at 1-877-711-TEAM or <http://www.ihg.com/armyhotels>.

What is military Family housing privatization? The Military Housing Privatization Initiative (MHPI) is a public/private program whereby private sector developers may own, operate, maintain, improve and assume responsibility for military family housing, where doing so is economically advantageous and national security is not adversely affected. The MHPI was enacted on February 10, 1996 as part of the National Defense Authorization Act for fiscal year 1996. Under the MHPI authorities, the Department of Defense (DoD) can work with the private sector to revitalize military family housing.

How does military housing privatization affect a Service Member's BAH? Privatization does not affect the amount of BAH that is allocated to a Service Member.

How does privatization affect the service I receive? Privatization should improve the on-base family housing service you receive. The Army's Residential Communities Initiative (RCI) is the essential element in solving the Army's family housing problems, i.e., conditions and deficits, and we are committed and on track to making our Army installations safe, attractive, and modern places for our Soldiers and their families to live.

Can I accept on-post housing before I sign into the installation? Yes. Contact the Lewis-McChord Communities Centralized Leasing Center at (253) 912-2112 for additional information.

I am a single Service Member with one child, am I eligible for on-post housing? Single Service Members are authorized on-base family housing if receiving with-dependent rate BAH and the dependent shares the household. A military member separated from a civilian spouse, with shared custody of a common dependent, must have physical (controlling) custody (referred to as custodial custody) of a dependent child to be eligible for on-base family housing.

What amenities are included with the privatized on-post community housing? Living in Lewis-McChord Communities brings many benefits. Amenities include dedicated neighborhood management and maintenance teams, community centers, resident activities, walking trails and parks.

How much is the rent for off-post housing? Rent for off-base housing varies based on location, type, size and condition. Contact (253) 967-3581 or usarmy.jblm.id-readiness.list.dpw-rcd-hso@mail.mil for more information.

Are there any off limit Landlords? No; however, we encourage Service Members considering participating in the Rental Partnership Program (RPP). Contact (253) 967-3581 or usarmy.jblm.id-readiness.list.dpw-rcd-hso@mail.mil for more information.

How do I get a list of available rentals in the area? The Housing Services Office keeps a list of available apartments and houses for rent and also maintains a current listing of realty companies that do not charge a fee for their property listings.

The Housing Services Office also offers Home Buying and Selling workshops throughout the year. Workshops are taught by certified instructors from the Washington State Housing Finance Commission (Nonprofit Housing Advocacy). Workshops cover how to budget and save for a down payment, why it is beneficial to prequalify for financing, how to find a home and make an offer, how to apply for financing (VA/FHA loans), why it is important to have a home inspected, what takes place at closing, how to maintain a home after it has been purchased and what to do if financial trouble is encountered after a home is purchased. Contact (253) 967-3581 or usarmy.jblm.id-readiness.list.dpw-rcd-hso@mail.mil for more information.

Frequently Asked Questions (FAQ's) (Continued)

I'm unaccompanied; do I have to live on-post? **Soldiers** - E5 and below, single and unaccompanied are required to live in on-base barracks. **Airmen** – E4 and below with under 3 years time in service, single and unaccompanied are required to live in on-base dormitories.

- **Certificates of Non-Availability (CNA):**

- **Soldiers E5 and below, single and unaccompanied** are only eligible to collect without-dependent rate BAH and reside off-base with an approved HJB Form 200 (Certificate of Non-Availability (CNA)). Under no circumstances should you sign a lease before obtaining an approved HJB Form 200 (CNA). For CNA eligibility or processing questions, please email the Unaccompanied Housing Branch at usarmy.jblm.id-readiness.list.dpw-hd-uh-br-area-mans-and-cnas@mail.mil. **(For additional POCS, see Annex A, Army Barracks Management Program (ABMP) Trifold.)**
- **Airmen E4 and below with under 3 years time in service, single and unaccompanied** are only eligible to collect without-dependent rate BAH and reside off-base with an approved HJB Form 201 (Exception to Policy (ETP)). Under no circumstances should you sign a lease before obtaining an approved HJB Form 201 (ETP). For ETP eligibility or processing questions, please email the Unaccompanied Housing Branch at usarmy.jblm.id-readiness.list.dpw-hd-uh-br-area-mans-and-cnas@mail.mil.

- **Space Available (SPACE-A):**

- E5 and below collecting with-dependent rank BAH are only authorized to reside in barracks on a Space-Available basis exceeding 72 hours with an approved HJB Form 202 (Space-A Barracks Room). For Space-A eligibility or processing questions, please email the Unaccompanied Housing Branch at usarmy.jblm.imcom.list.dpw-rcd-fsdp@mail.mil. **(For additional POCS, see Annex A, Army Barracks Management Program (ABMP) Trifold.)**
- Airmen collecting with or without dependent BAH, regardless of rank, are only authorized to reside in dormitories on a Space-Available basis exceeding 72 hours with an approved HJB Form 202A (Space-A Dormitory Room). For Space-A eligibility or processing questions, please email the Unaccompanied Housing Branch at usarmy.jblm.id-readiness.list.dpw-hd-uh-br-area-mans-and-cnas@mail.mil.

My roommate and I both signed a lease but they have moved out. Can I get out of the lease? It will depend on the specific terms and conditions of your lease. To obtain legal assistance, contact the Legal Assistance Office at (253) 477-1873 or <https://home.army.mil/lewis-mcchord/index.php/my-Joint-Base-Lewis-Mcchord/all-services/legal-assistance-office>.

I just received Deployment Orders. Can I terminate my lease before I depart? Yes; however, it is important to comply with the terms and conditions of your signed lease. The Service Members' Civil Relief Act (SCRA) allows a Service Member to terminate a residential lease if he receives orders to active duty for 180 days, permanent change of station orders, or temporary deployment orders for more than 90 days. The lease must have been in existence prior to the receipt of the orders. Under the Washington State Landlord-Tenant Act, the landlord must be given written notice of twenty days or more prior to vacating the premises. The Service Member must also provide the landlord with a copy of their orders. To obtain legal assistance with SCRA issues, contact the Legal Assistance Office at (253) 477-1873 or <https://home.army.mil/lewis-mcchord/index.php/my-Joint-Base-Lewis-Mcchord/all-services/legal-assistance-office>.

I received notification that my Family can move on-post but I just renewed my lease. Can I break the lease and move? While you can break your lease consistent with the specific terms and conditions of your lease, it may not be advisable to do so. It is important to recognize that breaking your lease may incur financial penalty. If a Service Member is unable to accept on-base housing for reasons beyond their control (such as a restrictive lease clause), the Service Member can notify Lewis-McChord Communities and request to retain relative position on the wait list. We encourage all Service Members considering breaking their lease, to first consult with the Housing Services Office at (253) 967-3581 or usarmy.jblm.id-readiness.list.dpw-rcd-hso@mail.mil and/or the Legal Assistance Office at (253) 477-1873 or <https://home.army.mil/lewis-mcchord/index.php/my-Joint-Base-Lewis-Mcchord/all-services/legal-assistance-office>.

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What is the Army Barracks Management Program?

- Assigns responsibility for permanent party barracks management to the company or equivalent level; First Sergeants execute day to day operations
- Strengthens morale, health, welfare, discipline and the personal safety of Soldiers
- Optimizes available resources while maintaining the Army's commitment to improve quality of life (QOL)
- Supports the Army of the future by taking care of Soldiers and using resources wisely
- Promotes accountability and ensures quality facilities and furnishings

First Sergeants are the face of the Army Barracks Management Program



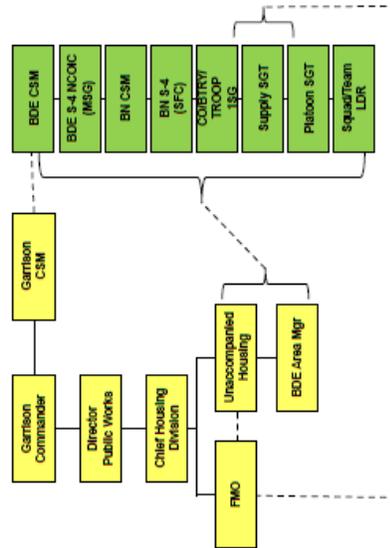
Trained and proficient in UH operations, management, budget development and execution, contract and database management, training, and regulatory guidance, the Housing Manager's expertise is critical in supporting units and leaders

The ABMP Handbook

A guide to property management and operations of Army barracks

A resource for stakeholders at all levels providing information about barracks operations, quarters assignment, quarters terminations, inspections, inventory and equipment inventory, hand receipts, security, resident rosters, key control, maintenance, and a reference library.

Success is achieved through continuous collaboration between leaders and stakeholders at all levels



Headquarters Installation Management Command

We are the Army's Home
Serving the Rugged Professional

Army Barracks Management Program

ABMP



An Adaptive Unit-Garrison Partnership to support the Army of the future that optimizes the available resources, continues the targeted investments of the barracks modernization program, and ensures the Army maintains its commitment to improve the QOL of the unaccompanied Soldier.

Why is ABMP important?

Quality unaccompanied housing is essential to preserving and enhancing the All-Volunteer Force. Leaders at all levels are obliged to ensure unaccompanied Soldiers are housed in clean, safe, functional, and secure barracks, reinforcing Army leaders' commitment to provide a quality of life commensurate with their service and sacrifice to the nation. Committed to providing Soldiers a proper living en-



vironment with predictable living standards, ABMP actively engages all stakeholders to improve the well-being and quality of life of unaccompanied Soldiers.

ABMP has 3 basic principles

Support the Mission: Provide Senior Commanders flexibility to ensure Soldiers are afforded world-class living arrangements

Take care of Soldiers: Provide quality accommodations and furnishings. Minimize changes to Soldier room assignments. Maintain good order, discipline, health, and welfare

Use resources wisely: Ensure the effective, efficient, and equitable management and use of unaccompanied housing

Roles and Responsibilities

Unit Role:

- Maintain good order and discipline
- Manage barracks using Enterprise Military Housing, eMH database
- Address maintenance and repair issues
- Participate in partnering sessions
- Enforce, conduct assignments and terminations procedures, inspections
- Maintain accurate records
- Enforce Soldier accountability for loss, damages
- Key control, room lock outs

Garrison Role:

- Train, mentor, and partner with unit leaders
- Manage certificates of non-availability
- Ensure program compliance and reporting
- Conduct maintenance and repair
- Perform master planning, annual and long-range work plans and project management
- Perform Installation Status Report services and infrastructure inspections
- Ensure responsible budget stewardship and accountability
- Real Property Management; establish unit footprint

Soldier's Role:

- Following established rules of conduct and joint occupancy of living in quarters
- General housekeeping, such as cleanliness of room, closets, kitchenette, latrines, appliances, shared space, common areas
- Actively promote energy conservation
- Report incidents of vandalism, neglect
- Responsible for visitors' actions, negligence
- Report all maintenance requirements



It's a partnership!

Enterprise Military Housing



enterprise Military Housing

- The Army's database of record for First Sergeants, Company Commanders, Supply NCOs to execute day-to-day barracks operations
- DoD's web-based housing management system authorized for use in barracks management
- Secure, electronic management tool for barracks room assignments, terminations, furnishings accountability, inspections, utilization, and reporting are properly managed
- Provides leaders with real-time data on where Soldiers live, occupancy status, maintenance requirements, and inspection history
- Enables leaders to cross-level assets at battalion and brigade levels to ensure equitable distribution

ABMP POC's
UH Branch Chief: Ron Hernandez
Desk (253) 966-2895; CP (253) 592-5039

AREA MANAGERS

- 1) Shirley Brown: (253) 226-4520
(1-2 SBCT, 201st EMIB, 1st SFG, 4-160th SOAR, 2/75th Ranger BN, 1 Corps/USAG, 6th MP, 1ZCEWS, MDTF, 5th SFAB)
- 2) Neil V. Coffman: (253) 967-5872; (253) 377-3186
(16th CAB, 42 MP BDE, 62 MED BDE, 51st SIG BN, 593rd ESC, MAMC)
- 3) Anthony A. Merkel: (253) 966-2897; (253) 377-3301
(2-2 SBCT, 17 FA BDE, 555 EN BDE, 2 ID DIVARTY)

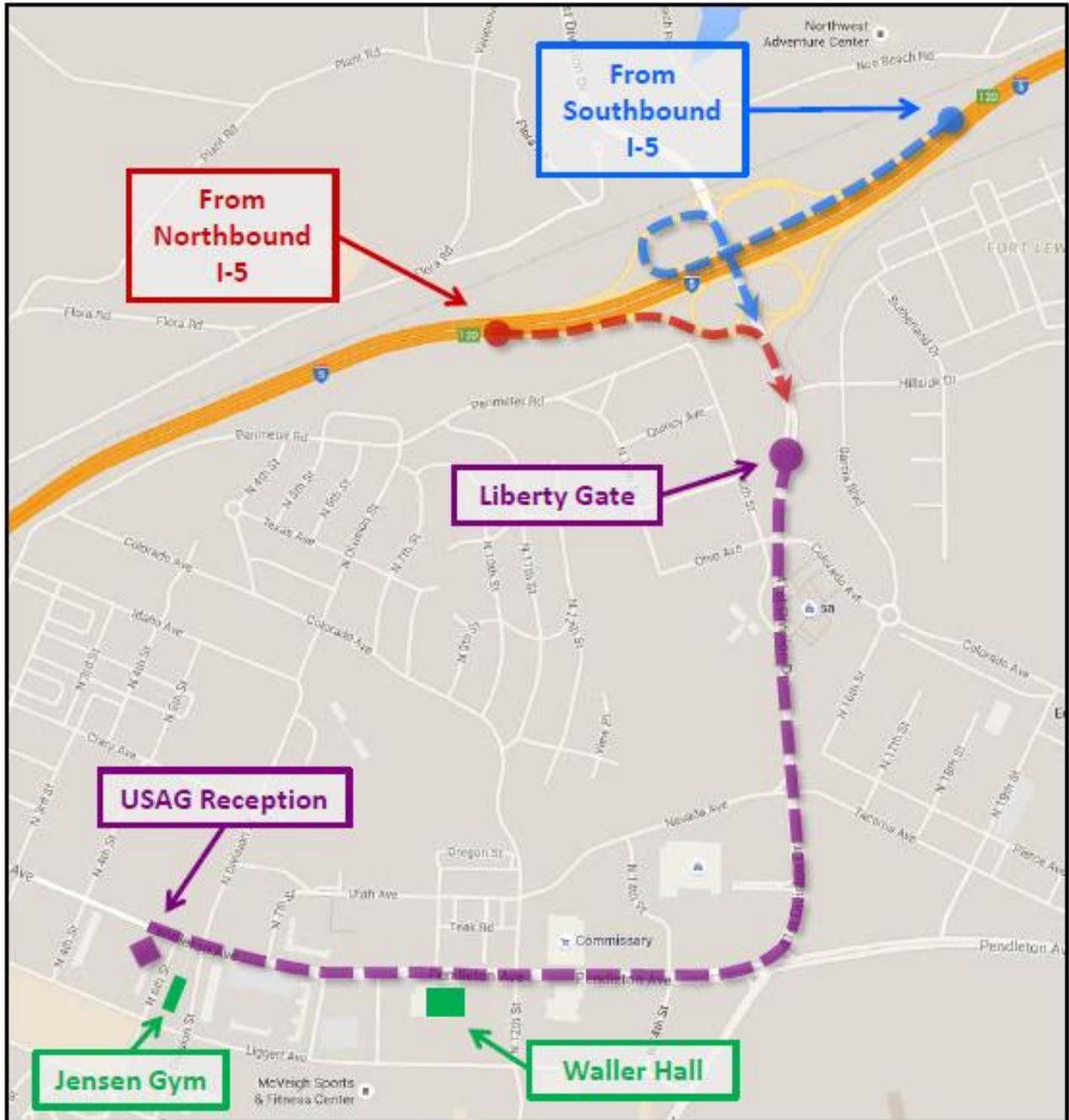
UH FURNISHINGS MANAGEMENT

- 1) Furnishings Management Lead/UH PBO:
Ron Hernandez (253) 966-2895
- 2) Appliance Repair/Exchange: (253) 966-2894
usarmy.jblm.id-readiness.list.dpw-hd-abmp-furnishings@mail.mil

CERTIFICATES OF NON-AVAILABILITY/SPACE A REQUESTS

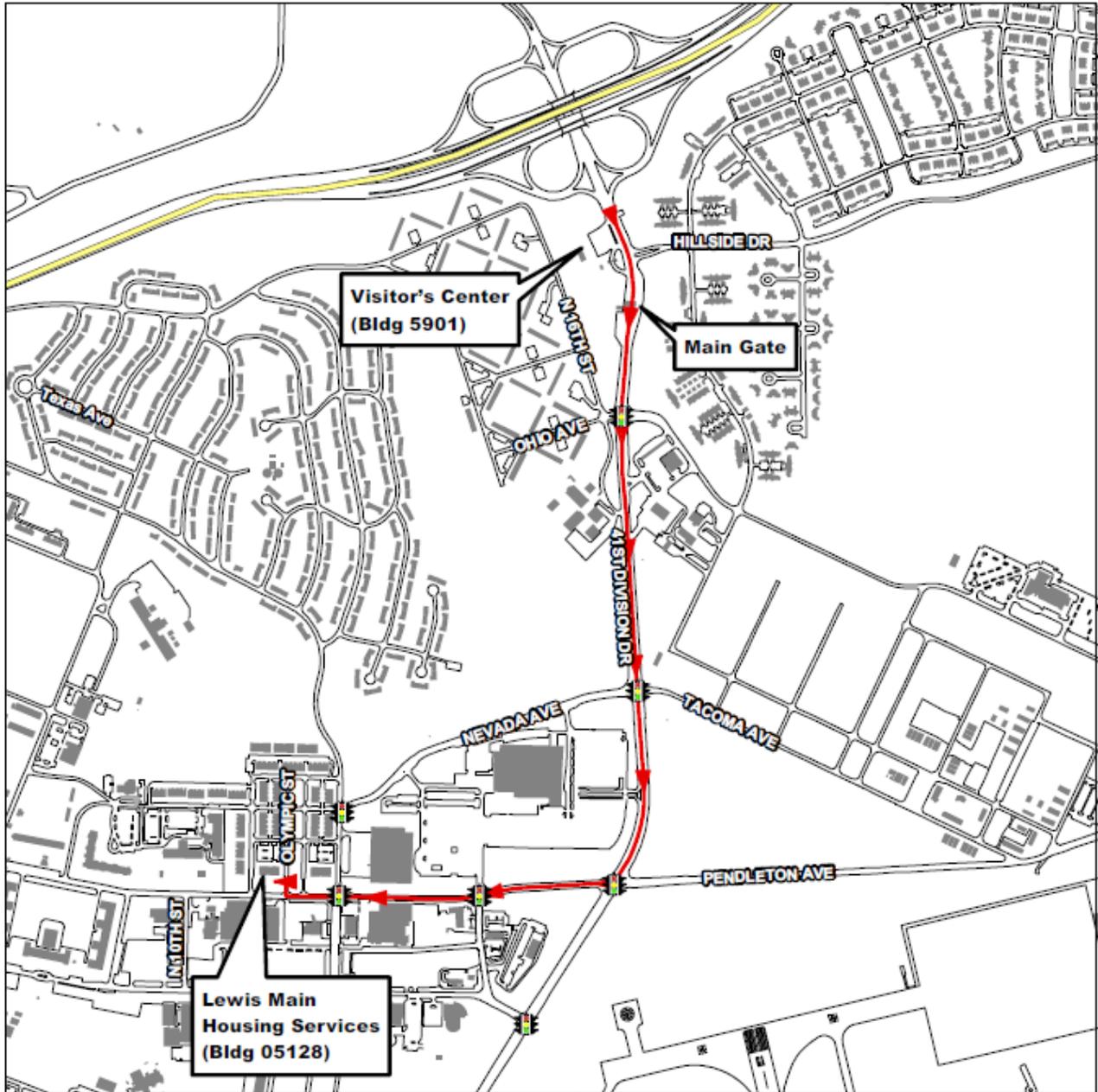
Questions and packages should be addressed to your Area Manager via telephone or email
usarmy.jblm.id-readiness.list.dpw-hd-uh-br-area-mans-and-cnas@mail.mil

Annex B - Map to USAG Reception, Lewis Main



1. Take Exit 120 off I-5.
2. Head south on 41st Division Drive towards JBLM Lewis Main (Liberty Gate).
3. From Liberty Gate, after ~0.7 miles, turn RIGHT onto Pendleton Ave.
4. After ~0.9 miles, your destination will be on your left.

Annex C - Map to Housing Services Office (HSO), Lewis Main



From I-5

Take exit #120, for JBLM Lewis Main.
 Pass through the gate and proceed 3/4 of a mile.
 Turn **RIGHT** onto Pendleton Ave.
 Turn **RIGHT** onto N OLYMPIC ST.
 Building # 5128 will be on the Left

If you need to obtain a temporary pass:
 Take exit #120, Fort Lewis Main Gate. Stop at the Visitor Center
 to get a pass
 (you will need driver's license, registration & proof of insurance)



1 inch = 904 feet

0 335 670 1,340 2,010 Feet

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Annex D - Overview Map of On-Base Family Housing Neighborhoods

