



Fort Riley Army Housing Office Plain Language Brief (PLB)



WE ARE THE ARMY'S HOME



Installation Fort Riley
U.S. Army Installation Management Command

- The Fort Riley Army Housing Service Office (AHSO) staff are employed by the Army to assist Service members and their Families with housing matters and advocate on their behalf with community partners/agencies both on and off the installation.
- The Army Housing Officer reports directly to the Director, Public Works and garrison leadership.
- The Residential Communities Initiative (RCI) AHO provides oversight of the privatized Housing company managing on post housing and provides tenant/landlord disputes services.
- The Fort Riley Army Housing Services Office (AHSO) also provides referral services to Service members and Families that reside or are seeking to reside off the installation.

Garrison Leadership:

- Garrison Commander: COL Michael J. Foote
- Garrison Command Sergeants Major: CSM Jason R. Poulin
- Garrison Deputy Garrison Commander/Manager: Mr. Steven W. Crusinberry
- Garrison Army Housing Officer (AHO): Mr. Steven A. Milton
- Army Housing Residential Communities Office (RCI): 406 Pershing Court, (785) 239-0679



- Riley Communities, LLC is the privatized company formed with the Army and Riley-Picerne Partners LLC that owns and manages the Family housing on this installation.
- Riley-Picerne Partners, LLC is the private partner and a managing member of Riley Communities, LLC.
- Corvias Property Management, LLC is the property management company that manages the day-to-day operations of the privatized housing to include ensuring prompt and professional maintenance and repair, property concerns, and rent/billing issues. This is your landlord for privatized housing.

Corvias Property Management, LLC Contacts:

- Operations Director: Mrs. Lizzie Flores
- Assistant Operations Director: Mr. Nathans Roberts
- Facilities Director: Ms. Courtney Wafford
- Regional VP, Operations: Ms. Kolby Stobbe



Tenant Bill of Rights (TBoR)

The Military Housing Privatization Initiative *Tenant Bill of Rights* requires the garrison AHO to provide a plain language brief presenting the facts on tenants' rights and responsibilities associated with tenancy of the housing unit to all residents of privatized housing prior to lease signing and again 30 days after move-in on all rights and responsibilities.

“The Department of Defense is fully committed to ensuring that associated with tenancy of the housing unit, including Military Housing Privatization Initiative (MHPI) housing companies provide our Nation's most valued resource—its military members and their families—safe, quality, and well-maintained housing where our members and their families want and choose to live.

“The Department of Defense has issued all policy guidance necessary to implement prospectively all rights for military members and their families residing in privatized family and unaccompanied housing (Tenants) at all MHPI housing companies. However, as Congress recognized, retroactive application of the requirements at existing companies requires voluntary agreement by the respective MHPI company; the Department cannot unilaterally change the terms of the complex, public-private partnerships that established the MHPI housing companies. The Department of Defense has been seeking to secure voluntary agreements, and nearly all the MHPI companies have agreed to implement all 18 Tenant rights at their existing companies. The Department will continue to pursue agreements not yet reached. Tenants should contact their installation housing office to confirm the rights fully available to them.”



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- **RIGHT 1:** You have the right to reside in a housing unit and a community that meets applicable health and environmental standards.
- **RIGHT 2:** 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 spaces.
- **RIGHT 3:** The right to be provided with a previous seven-year maintenance history of the prospective housing unit within two business days after making request before signing a lease. A current Tenant who did not receive maintenance information before signing a lease has the right to receive such information within five business days after making the request.
- **RIGHT 4:** 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 5:** The right to a plain-language briefing, before signing a lease and 30 days after move-in, by the AHO on all rights and responsibilities associated with tenancy of the housing unit, including information regarding the existence of any additional fees authorized by the lease, any utilities payments, the procedures for submitting and tracking work orders, the identity of the Military Tenant Advocate, and the dispute resolution process.
- **RIGHT 6:** 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 7:** You have the right to report inadequate housing standards or deficits in habitability of the housing unit to the Landlord, the chain of command, and Installation housing office without fear of reprisal or retaliation.
- **RIGHT 8:** You have the right to access a military tenant advocate or a military legal assistance attorney, through the AHO to assist in the preparation of requests to initiate a dispute resolution. This includes the ability to submit a request to withhold payments during the formal dispute resolution process.
 - Tenants are required to attempt to resolve disputes informally either through an informal dispute resolution process or as identified in the tenant lease. If the dispute cannot be resolved informally a tenant may then file a request for formal dispute resolution.
- **RIGHT 9:** The right to receive property management services provided by the Landlord that meet or exceed industry standards and that are performed by professionally and appropriately trained responsive and courteous customer service and maintenance staff.
- **RIGHT 10:** You have the right to have multiple, convenient methods to communicate directly with the Landlord maintenance staff, and to receive consistent, honest, accurate, straightforward and responsive communications.



- **RIGHT 11:** You have 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.

Corvias Group, LLC

- Maintenance Shop Contact Number: (844) 533-0456
 - Maintenance Shop Location: 45 Barry Ave
 - Maintenance Website: www.riley.corviasmilitaryliving.com/work-order
 - Maintenance Application: Resident Portal
- **RIGHT 12:** You have the right to prompt and professional maintenance and repair, to be informed of the required time frame for maintenance and repairs when a maintenance request is submitted and when maintenance or repairs are necessary to ensure habitability of a housing unit, prompt relocation into suitable lodging or other housing at no cost to the tenant until the maintenance or repairs are completed.
- **RIGHT 13:** You have 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 the Landlord.
 - Installation legal office : (785) 239-3117



- **RIGHT 14:** The right to enter into a dispute resolution process should all other methods be exhausted and, in which case, a decision in favor of the tenant may include a reduction in rent or an amount to be reimbursed or credited to the tenant.
- **RIGHT 15:** The right to have your basic allowance housing payments segregated and held in escrow, with approval of a designated commander, and not used by the property owner, property manager, or landlord pending completion of the dispute resolution process.
- **RIGHT 16:** The right to have reasonable advance notice of any entrance by the Landlord, Installation housing staff, or chain of command into the housing unit of no less than 24 hours, except in the case of an emergency or abandonment of the housing unit.
- **RIGHT 17:** The right to not pay non-refundable fees or have application of rent credits arbitrarily withheld.
 - \$200 Refundable pet deposit, per pet (Max 2 pets per household)
- **RIGHT 18:** The right to expect common documents, forms, and processes for housing units will be the same for all Army Installations, to the maximum extent applicable without violating local, state, or federal regulations.

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



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

- **RESPONSIBILITY 1:** The responsibility to report in a timely manner any apparent environmental, safety, or health hazards of the home and any defective, broken, damaged, or malfunctioning building systems, fixtures, appliances, or other parts of the home, common areas, or related facilities to the landlord.
- **RESPONSIBILITY 2:** The responsibility to maintain standard upkeep of the home as instructed by the property management company.
- **RESPONSIBILITY 3:** The responsibility to conduct oneself as a tenant in a manner that will not disturb neighbors, and to assume responsibility for one's actions and those of a family member or guest in the housing unit or common areas, including the responsibility not to engage in any inappropriate, unauthorized, or unlawful activity in the home or common areas. The Property Management Resident Handbook provides specific information. The resident handbook can be found at:
https://fortrileycorvias.residentportal.com/resident_portal/?module=authentication&action=view_login_<
- **RESPONSIBILITY 4:** The responsibility to allow the landlord reasonable access to the rental home in accordance with the terms of the tenant lease agreement to make necessary repairs in a timely manner.
- **RESPONSIBILITY 5:** The responsibility to read all lease-related materials provided by the landlord and to comply with the terms of the lease agreement, lease addenda, and any associated rules and guidelines.



Rent (Section 4): Rent and all other charges owed by Tenant and not paid by a Rent Payment Service Option or Allotment shall be payable by personal check, certified check, money order, automated clearing house or through Owner's online/website or smart device application.

Security Deposit (Section 4.D) If Tenant is required to provide a security deposit, such security deposit shall be held by the Owner as security for the performance of all obligations of Tenant pursuant to the Lease and which the Owner, at its sole discretion, may apply to the payment of: a. Costs associated with any damage to the Premises and/or fixtures, furnishings, appliances, and equipment therein; b. Any cleaning of the Premises, its contained appliances and fixtures which Owner may deem necessary upon termination of the Lease; and/or c. Any other costs, damages, or expenses suffered or incurred by Owner in connection with a breach of any term of the Lease by Tenant, including, but not limited to, nonpayment of rent or other charges. Should Owners' damages exceed the deposit held by Owner, Tenant agrees, upon demand, to immediately pay to Owner the amount of all damages and charges in excess of the deposit. If the Lease provides for the Tenant to use furniture owned by the Owner, the Owner may demand and receive a security deposit not to exceed one and one half (1 ½) month's rent. If the Lease permits the Tenant to keep or maintain pets in the dwelling unit, the Owner may demand and receive an additional security deposit not to exceed one half (1/2) of one (1) month's rent.

Fees (Section 5): Tenant will incur a \$30.00 charge or 5% of the amount of the check, whichever is greater, plus the amount of any fees charged to the check holder's bank or financial institution for any dishonored check. Section 5 of the Lease is amended to include the following subsection "(C)": (C) Attorney's Fees. Notwithstanding any other provision in the Lease, if the Kansas Residential Landlord and Tenant Act prohibits either party from being obligated to pay the other parties attorney fees, such provision in the Lease providing for the recovery of attorney fees shall be deemed unenforceable.



If the recovery of attorney fees is allowed under the Kansas Residential Landlord and Tenant Act, then Owner shall be entitled to recover such attorney fees pursuant to the Lease.

Entry onto Premises (Section 6): The following two sentences are added to the end of Section 6.A of the Lease: If the Tenant refuses to allow lawful access to the Premises, the Owner may obtain injunctive relief to compel access, or may terminate the Lease. In either case, the Owner may recover actual damages.

Liability (Section 10.B):

(a) Resident agrees to obtain and maintain at all times during the term of this Agreement, at Resident's expense, liability insurance with a minimum coverage of \$100,000 to protect Resident from claims for property damage and physical injury caused by or to Resident, or Resident's family member(s), invitees or guests. Upon execution of this Agreement and thereafter upon request of Landlord, Resident will provide Landlord with evidence of the required insurance coverage, which shall name Landlord as an interested party. Landlord also strongly encourages Resident to obtain property insurance to cover losses or damage to personal property.

(b) Resident acknowledges that: (i) Landlord's insurance does not cover the loss of or damage to Resident's personal property, and (ii) Resident's failure to maintain the insurance required by subsection (a) above may result in Resident being liable to Landlord and others for loss or damage caused by Resident's actions or those of any family member(s), invitees or guests of Resident.



Early Termination Fee (Section 10.G.4): Except as otherwise expressly provided herein or as otherwise provided under applicable law, Tenant will be subject to an Early Termination Fee equal to one month's rent together with any outstanding Rent or other amounts owed to Owner pursuant to the terms of this Lease.

Other Standards: MOLD and LB Paint (Section 10.Q): The Lease is amended by adding the following as Section 10Q: b. PERIMETER SOIL: The Resident acknowledges that chlordane and other pesticides may be present around the perimeter of the foundations of the Home, from the edge of the foundation to just beyond the drip-line of the roof of each building. The Resident, Occupants and guests agree not to disturb the soil in this area

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

2. LEAD BASED PAINT: If the Home was built prior to 1978, the undersigned Resident acknowledges receipt of the booklet published by the United States Environmental Protection Agency "Protect Your Family from Lead in Your Home." Resident agrees that he or she has received the Disclosure of Information on Lead Based Paint and/or Lead Based Paint Hazards, which is fully executed and incorporated herein by reference



Informal Dispute Resolution

- The ***informal dispute resolution process*** is a measured approach intended to resolve disputes at the garrison level that may be used to resolve disputes pertaining to the lease as well as issues that fall outside the specific parameters of the lease document, such as personal property claims
- The tenant may submit a completed ***informal dispute resolution*** request form with any documents that support the dispute to the AHO.
 - An ***informal dispute resolution*** form is available at the RCI AHO and on-line at <https://home.army.mil/riley/index.php>
 - Tenants may also visit the Fort Riley **Installation legal office** to seek assistance in completing the ***informal dispute resolution*** form.
 - The garrison commander will serve as the mediator between the property owner and tenant in an effort to resolve the dispute at the local level, normally within 10 business days



Formal Dispute Resolution

The **formal dispute resolution** process allows eligible tenants to obtain prompt and fair resolution of housing disputes concerning rights and responsibilities set forth in the lease that could not be resolved through the informal dispute process.

A **formal dispute resolution** form is available at the AHO and on-line at:
[Https://home.army.mil/riley/index.php](https://home.army.mil/riley/index.php).

- The tenant may submit a completed **formal dispute resolution** request form with any documents that support the dispute to the AHO. Tenants may also visit the Installation legal office to seek assistance in completing the **formal dispute resolution** form.
- The **formal dispute resolution** may include a home inspection. If the tenant fails to grant access to the premises for inspection the formal dispute resolution process shall terminate, and no decision will be rendered.
- The HQ IMCOM Commanding General is the Deciding Authority and will generally render a decision within 30 days, but not later than 60 days.
- Tenants may request “rent segregation” for up to 60 days while the dispute is being reviewed.
- The **formal dispute resolution** eligibility is limited to military members, their spouse or other eligible individual who qualifies as a “tenant” as defined in 10 USC Section 2871.
- Tenants may seek legal advice or dispute resolution through any remedy available by law, except that Tenant and Owner shall not pursue such remedy available in law while a formal dispute resolution under this process is pending.



The goal of the AHSO is to implement and maintain a high-quality worldwide resource for relocation services that is innovative, comprehensive, and the first choice of information and support when Soldiers and families relocate.

- Residential Communities Initiative (RCI) Privatized Housing oversight
- Non-discriminatory listings of adequate and affordable rental and for-sale housing
- Counseling/referral on eligible installation services, e.g., legal, education, Exceptional Family Member Program
- Preliminary inquiries to validate housing discrimination complaints
- Liaison with community and government officials/organizations on and off post
- Home buying counseling
- Landlord-tenant dispute resolution
- Basic Allowance for Housing (BAH) data submission
- Administrative assistance with off post utility company fees/deposits, connections, and billings
- Liaisons with Army Community Services in support of the Housing Relocation Assistance Program
- Unaccompanied Housing Services (Barracks) IAW the Army Barracks Management Program (ABMP)
- Privatized Army Lodging (IHG Hotel) oversight
- Furnishing Management for Barracks, BOQ, and SEBQ
- Housing data exchange with other DoD housing offices



Legislative Updates

Property Inspections

- **Per FY20 National Defense Authorization Act (NDAA):** If tenant is not available for pre-assignment walkthrough inspection, the Army Housing Office must attend on tenant's behalf. (RCI Installations only)
- **Per FY20 and 24 NDAA:** The AHO shall initiate contact with resident prior to signing of lease, at 15, 30 and 60 days after move in regarding the satisfaction of the resident. (RCI Installations only)



- Tenants are permitted to anchor any furniture, television, or large appliance to the wall of the unit for purposes of preventing such item from tipping over without incurring a penalty or obligation to repair the wall upon vacating the unit if the Landlord does not anchor the furniture for the tenant.
- Tenants must acknowledge that neither Owner nor Community Manager are responsible for the performance by any insurance carrier under any policy of insurance, including any payment for Tenant's losses. Tenants must also acknowledge neither owner nor Community Manager are responsible for Tenant losses resulting from flood, natural disasters, other acts of nature, power failures, fire or any other cause beyond the reasonable control of Owner or Community manager. To the extent the Tenant is required to carry renter's insurance, the details of such requirements are set forth on Community Specific Addendum. In the event Tenant is not required to carry renter's insurance, Tenant is advised to carry insurance to protect Tenant from losses described above.
- If you plan being gone for more than 7 days from your home, a service called Corvias House Watch Program is available and mandated by Garrison Policy Memorandum-Corvias House Watch Program dated June 2023. A Corvias Maintenance Technician will make monthly checks (more frequent depending on weather) on your home to ensure there are no maintenance issues and that the home is secure. Simply contact your Community Office to sign up.



Fort Riley Family Homes Work Order Process

Contact your Landlord (Corvias Property Management) to report emergency, urgent, routine work orders, trouble calls, safety concerns, or resident compliance issues.

To alert Corvias Property Management of maintenance issues:

- Emergency or Urgent work orders – Call in immediately to: (844) 533-0456
- Routine work orders – enter online through the Resident Portal
- The Resident Portal is available online at:
<https://fortrileycorvias.residentportal.com>.
 - Track progress of work orders by viewing information in the Resident Portal or the Resident Portal App--The Fort Riley Resident Portal App (rp) can be downloaded in the App Store or on Google Play.
- Work order or maintenance ticket will be closed once tenant and Garrison Housing Office signs off stating that the work was completed.



Fort Riley Family Homes Fire Safety

- Cooking – Never leave unattended, never throw water on grease fire, use pan cover to extinguish.
- Grilling – At least 25 feet from dwelling, never in garage.
- Have an Exit Drill – have at least 2 Ways out of each room and establish a rally point.
- Smoke/Carbon Monoxide Alarms – Test monthly, notify maintenance is battery needs changed.
- Smoking – never smoke in bed, ensure products are properly extinguished and disposed.
- Clothes Dryers – Clean lint trap after each use.
- Fire extinguishers – if provided, are usually located in kitchen cabinet under sink. Make sure not expired, if so and provided by landlord contact maintenance to have replaced. Fire Extinguisher use, remember: **PASS**
 - ❖ **P**: Pull the pin
 - ❖ **A**: Aim at base of fire
 - ❖ **S**: Squeeze the discharge handle
 - ❖ **S**: Sweep side to side
- Sprinkler systems – do not hang items from sprinklers, contact landlord for maintenance.
- **Call 911 – If using a cell phone, it is possible your call will go off post, if so just tell them you need to be transferred to the Fort Riley 911 Center.**



Message From the Command

The Fort Riley Command, the Army Housing Services Office and Corvias Property Management, LLC (Corvias) that form the foundation of the Riley's Communities LLC partnership are dedicated to providing safe, secure, quality housing to the Soldiers, Families, and Civilians of Fort Riley. We leverage this commitment to being the best through daily communications and transparency within the partnership and feedback of our Soldiers and their families. We encourage all that if you have feedback, a concern, or do not feel you are getting the service deserved under the Bill of Rights, please call, email or reach out in person to your neighborhood center, the Corvias Operations Director, the Corvias Facilities Director, or the Garrison RCI Army Housing Office. The Garrison Command and your Chain of Command have open door policies in place. The IG/Jag office is available, or you can file an informal dispute and the Army RCI office will assist you with the process. **Fort Riley and the Big Red One are committed to a having the Best Place to Live, Train, Deploy From, Come Home To and Retire.**



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