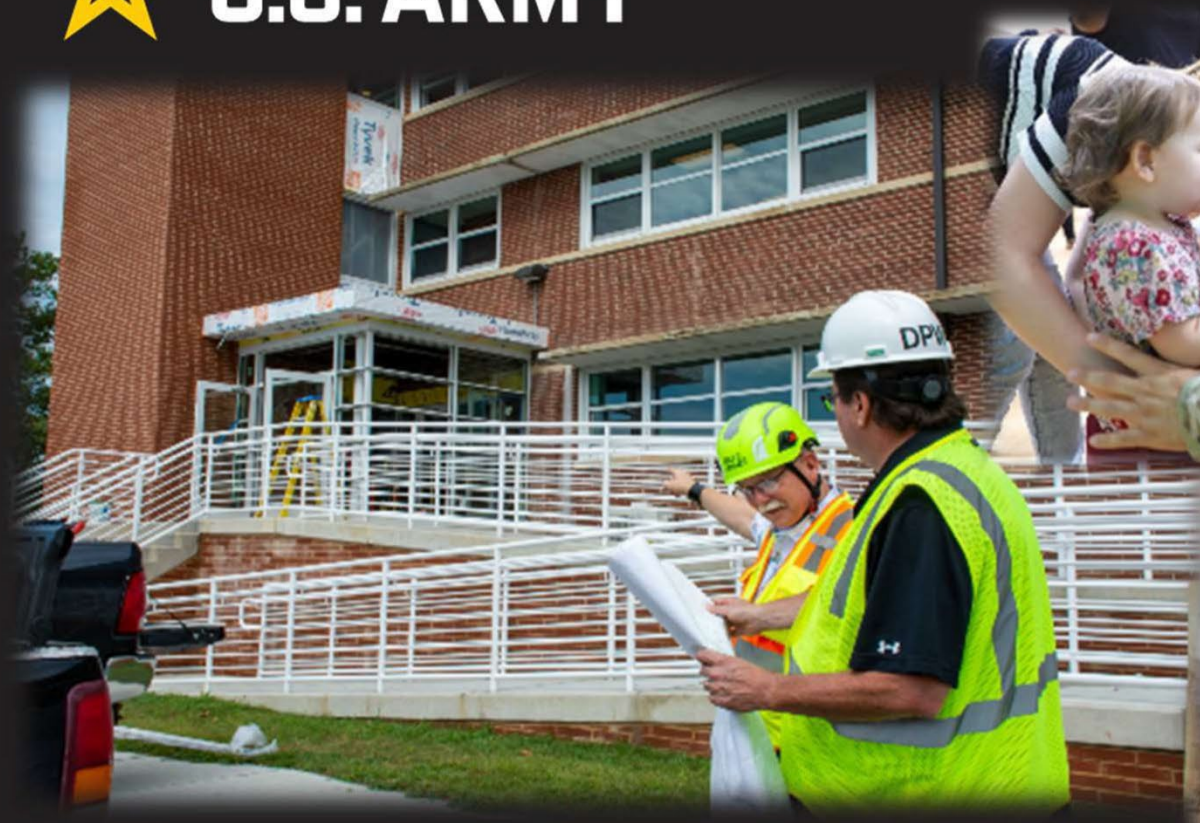
U.S. ARMY



Fort Stewart Army Housing Office Plain Language Brief (PLB)

WE ARE THE ARMY'S HOME

Jamie Heidle
USAG, DPW, Director
U.S. Army Installation Management Command

As of: 04JUN26

POC: John.f.klein4.civ@army.mil/ 571-801-3393

U.S. ARMY

Table of Contents

1. Plain Language Brief Explained
2. Garrison Points of Contact.
3. BBC Company Contacts.
4. Tenant Bill of Rights.
5. Community Specific Addendum.
6. Tenant Responsibilities.
7. Informal Dispute Resolution Process.
8. Formal Dispute Resolution Process.
9. Army Housing Services Office information.
10. Additional Information.

U.S. ARMY

Plain Language Brief Explained

The Military Housing Privatization Initiative (MHPI) *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 MHPI housing projects provide our Nation's most valued resource—its military members and their families—safe, quality, and well-maintained housing where our members and their families want and choose to live.

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

Garrison Points of Contact

- The Fort Stewart and Hunter AAF Army Housing Office (AHO) staff are employed by the Army to assist Service Members and their Families with housing matters and advocate on their behalf with community partners/agencies both on and off the installation
- The Army Housing Officer reports directly to the Director, Public Works and garrison leadership
- The AHO provides oversight of the privatized **project** to privatized housing company managing on post housing and provides tenant/landlord dispute services
- The garrison Army Housing Services Office (HSO) provides referral services to Service Members and Families that reside or are seeking to reside off the installation

Fort Stewart Garrison Leadership
Garrison Commander: COL William Weaver
Garrison Command Sergeants Major: CSM Marcus Marzett
Garrison Deputy Garrison Commander/Manager: Ms. Jennifer Peterson
Garrison Army Housing Officer: Mrs. Jennifer Hudson

Army Housing Office: 571-801-3393
1746 William H. Wilson, Bldg. 707
Ft. Stewart, GA. 31314

Housing Office Website: Fort Stewart Garrison Housing Office

U.S. ARMY

BBC Company Contacts

- Balfour Beatty Communities (BBC) is the privatized company that owns and manages the Family or Privatized Unaccompanied housing (Marne Point) on this installation
- Balfour Beatty Communities (BBC) is the private partner and managing member of Stewart Hunter Housing, LLC.
- Balfour Beatty Communities (BBC) is the property management company that manages the day-to-day operations of the privatized housing to include ensuring prompt and professional maintenance and repair, property concerns, and rent/billing issues. This is your landlord for privatized housing

Balfour Beatty Communities (BBC) Contacts:

- Regional Operations Director: Kyla Harmon
- Sr. Operations Director: Anna Behm (FS) Jackie Hites (Marne Point)
- Sr. Facilities Director: Rahim Sulaiman (FS/ Marne Point)

Community Manager Fort Stewart Family Homes: 912-877-5112

Facility Manager Fort Stewart Family Homes: 912-408-2483

Community Manager Marne Point Apartments: 912-408-7681

Facility Manager Marne Point Apartments: 912-408-0325

U.S. ARMY

Tenant Bill of Rights

- **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.

U.S. ARMY

Tenant Bill of Rights

- **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.

U.S. ARMY

Tenant Bill of Rights

- **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.
    - Balfour Beatty Communities (BBC)
    - FS Work Order Desk: 912-408-2466
    - Maintenance Shop Location: 954 Victory Division Drive, Fort Stewart
    - Maintenance Website: https://www.fortstewartfamilyhomes.com/contactus.aspx
    - Maintenance Application: Rentcafe

- **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, ~~to~~ 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 : Fort Stewart SJA, 571-801-5149

U.S. ARMY

Tenant Bill of Rights

- **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.
- **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 garrison Army Housing office, installation leadership, and/or chain of command.

Community Specific Addendum
Georgia

Term:
Term. X *(If checked)* Paragraph 2B of the Lease is amended to include the following language: After the Lease End Date, this Lease will continue on a month-to-month basis until terminated as specified elsewhere in the Lease.

Abandoned Personal Property:
Section 3.B of the Lease is hereby amended to include the following after the last sentence of the second paragraph: With respect to any personal property abandoned by Tenant, the Owner must obtain a court order for a Writ of Possession as provided for in O.C.G.A. §44-7-50 and O.C.G.A. §44-7-55.

Security Deposit. All or any portion of the security deposit may be used, as reasonably necessary, to or for: (i) cure Tenant's default in payment of Rent (which includes late charges, non-sufficient funds fees or other sums due); (ii) repair damage, excluding ordinary wear and tear, caused by Tenant or by a guest or licensee of Tenant; (iii) clean Premises, if necessary, upon termination of the Lease; (iv) abandonment of premises; (v) non-payment of utility charges; (vi) unpaid pet fees; (vii) replace or return personal property or appurtenances; and (viii) actual damages caused by Tenant's breach, provided Owner attempts to mitigate the actual damages.

Community Specific Addendum Georgia (cont.)

Termination by Tenant.
Paragraph 10G.1(ii) is amended as follows: Additionally, service members on active duty or that person's immediate family may terminate this rental agreement in compliance with O.C.G.A. §44-7-22, if qualified, by providing thirty (30) days written notice and a copy of the proof of assignment in change of duty orders via a copy of the official military orders or written verification signed by the servicemember's commanding officer to the Owner. The service member is liable for rent due under the rental agreement prorated to the effective date of the termination payable at such time as would have otherwise been required by terms of the rental agreement. The service member is not liable for any other rent or damages due to the early termination of the tenancy as provided in O.C.G.A. §44-7-22. Notwithstanding any provision of law to the contrary, if a service member terminates the rental agreement under O.C.G.A. §44-7-22, 14 or more days prior to occupancy, no damages or penalties of any kind shall be assessed.

U.S. ARMY

Tenant Responsibilities

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

- **RESPONSIBILITY 1:** 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.
- **RESPONSIBILTY 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.

Informal Dispute Resolution

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

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 f***ormal dispute resolution*** form is available at the AHO and on-line at Housing (army.mil)
- 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.

U.S. ARMY

Army Housing Services Office (HSO)

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

- Non-discriminatory listings of adequate and affordable rental and for-sale housing
- Administration of the Rental Partnership Program (RPP)
- Counseling/referral on eligible installation services, e.g., legal, education, Exceptional Family Member Program
- Preliminary inquiries to validate housing discrimination complaints
- Liaison with community and government officials / organizations on and off post
- Housing data exchange with other DoD housing offices
- Home buying counseling
- Landlord-tenant dispute resolution
- Basic Allowance for Housing (BAH) data submission
- Administrative assistance with utility company fees/deposits, connections, and billings
- Informational briefings (in- and out-processing, entitlements),community outreach
- Liaisons with Army Community Services in support of the Housing Relocation Assistance Program

Additional Information

Fort Stewart
Work Order Process

- To alert the Landlord (Balfour Beatty Communities) of maintenance issues:
  - Emergency or Urgent work orders – Call in immediately to:

    FS (912) 408-2466

  - Routine work orders – enter online through the Resident Portal

    The Resident Portal is available online at fortstewartfamilyhomes.com or download the RentCafe Resident App in the App Store or on Google Play

    https://www.fortstewartfamilyhomes.com/ Track progress of work orders by viewing information in the RentCafe Resident App
- Work order or maintenance ticket will be closed once tenant and Garrison Housing Office signs off stating that the work was completed
- Contact Fort Stewart Family Homes to report emergency, urgent, routine work orders, trouble calls, safety concerns, or resident compliance issues

U.S. ARMY

Types of Service Calls

Types of Service Calls	Examples	Response Time
Emergency • Critical safety, life threatening issues • Resident with a medical requirement for stable temp levels	Gas leaks, fire, power outage, sewage back-up, flood, only toilet inoperable	• 1 Hour • Available 24/7/365
Urgent • Habitability Issue	Broken window, garage door inoperable, kitchen sink back-up, light-fixtures not working, Refrigerator inoperable	• 4 Hours
Routine • Convenience • Unit care issues	Single burner inoperable, repair screens, light bulb replacement	• 48 Hours

*Depending on parts

DOD Housing Feedback System

- Section 3016(b) of the Fiscal Year (FY) 2020 National Defense Authorization Act (Public Law 116-92) added a new section 2894a to title 10 United States Code (10 U.S.C.) that requires the Department of Defense (DoD) establish a publicly available database that permits privatized housing tenants to file a complaint regarding their housing unit.
- To satisfy this requirement, the Department developed the DoD Housing Feedback System (DHFS) to enable Military Housing Privatization Initiative (MHPI) tenants to submit complaints, compliments and/or “feedback.”
- Publicly accessible information in the DHFS regarding tenant feedback includes the name of the installation where the housing unit is located, the name of the privatized housing landlord responsible for the unit, and a description of the feedback nature.
- The DHFS can be accessed at https://www.dhfs.mil.

U.S. ARMY

US Army Garrison Housing Office, Bldg. 707 on 1746 William H. Wilson Ave

U.S. ARMY

Liberty Woods Community Center, 50 Austin Road

U.S. ARMY

Southern Oaks Community Center, 50 Southern Oaks Dr.

U.S. ARMY

Marne Point Community Center, 365 Courage Loop.