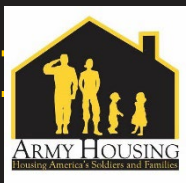




Army Housing Office Plain Language Brief (PLB)



WE ARE THE ARMY'S HOME



Fort Leonard Wood
U.S. Army Installation Management Command

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.”



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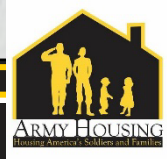
Garrison Points of Contact

- The Fort Leonard Wood 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 Chief reports directly to the Director, Public Works and garrison leadership
- The AHO provides oversight of the privatized on post housing **project** managed by the privatized housing company and provides tenant/landlord dispute services
- The AHO provides referral services to Service Members and families that reside or are seeking to reside off the installation

Garrison Leadership

- Garrison Commander: COL Steven S. Bartley
- Garrison Command Sergeant Major: CSM Tyler A. Dodd
- Deputy Garrison Commander/Manager: Ms. Renea L. Lazzarini

Army Housing Office
13486 Replacement Ave
Suite 1217
Fort Leonard Wood, MO
65473
Phone: 573-596-0984/0972
[https://home.army.mil/wood/
Garrison/dpw/housing](https://home.army.mil/wood/Garrison/dpw/housing)



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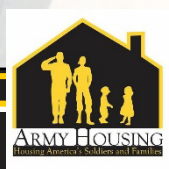


Project Company Contacts

- Balfour Beatty is the privatized company that owns and manages the Family or Privatized Unaccompanied housing on this installation
 - Balfour Beatty is the private partner and managing member of Balfour Beatty and your landlord.
 - Fort Leonard Wood Homes 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, addressing of property concerns, and rent/billing issues.

Fort Leonard Wood Homes Contacts and Contact Numbers:

- Operations Supervisor: Jason Williams
- Property Manager: DJ Keeney
- Maintenance Supervisor: Ron Hesteness



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In 2020, laws were passed to assure military tenants basic rights to:

- Reside in a housing unit and a community that meets applicable health and environmental standards.
- 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.
- 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.
- 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.
- 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.
- Given 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.
- Report inadequate housing standards or deficits (deficiencies) in habitability of the housing unit to the Landlord, the chain of command, and Installation housing office without fear of reprisal or retaliation.

- 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.
- 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.
- Have multiple, convenient methods to communicate directly with the Landlord maintenance staff, and to receive consistent, honest, accurate, straightforward and responsive communications.
- 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.
 - Fort Leonard Wood Homes: 573-329-0122 opt 2
 - Maintenance Shop Contact Number: 573-329-0118
 - Maintenance Shop Location: 13157 Turner St. Fort Leonard Wood, MO 65473
 - Maintenance Website: www.fortleonardwoodhomes.com
 - Maintenance Application: RentCafe Resident App
- 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.

- 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 Leonard Wood Legal Office – 573-596-0629}
- 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.
- 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.
- 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.
- Not pay non-refundable fees or have application of rent credits arbitrarily withheld.
- 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 AHO, installation leadership, and/or chain of command.

State-Specific Addendum

Missouri

Rent:

- Tenant agrees to pay, without demand, to Landlord as rent for the premises, the sum of agreed amount per month in advance on the 1st day of each calendar month beginning on date of lease. Tenant agrees to make the rental payment to Landlord at the following location (place of agreement). In the event that rent is not received within 5 days of the date it is due, the amount of rent for that month shall increase by agreed amount, plus agreed amount per day thereafter continuing until all rent is paid in full. All payments shall be applied first to overdue rent and any other charges then due (including any additional rent due to late payment and any known damages), if any, and then to current rent.

Security deposit distribution at tenancy termination:

- Within 30 days after the “termination of the tenancy”, the landlord must do the following:
(1) Return the full amount of the security deposit; (2) Furnish to the tenant a written itemized list of the damages for which the security deposit or any portion thereof is withheld, along with the balance of the security deposit. The landlord shall have complied with this subsection by mailing such statement and any payment to the last known address of the tenant.

Security Deposit shall not be used by the tenant in lieu of payment of last months’ rent.

Per your lease, it is your 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.
- Maintain standard upkeep of the home as instructed by the property management company.
- 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 online by logging into the resident portal at <https://www.fortleonardwoodhomes.com/>}
- 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.
- 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.

Fort Leonard Wood Homes

- To alert the Landlord (Fort Leonard Wood Homes) of maintenance issues:
 - Emergency or Urgent work orders – Call in immediately to: (573) 329-4000
 - Routine work orders – enter online through the Resident Portal
 - The Resident Portal is available online {[fortleonardwoodhomes.com](https://www.fortleonardwoodhomes.com/)} or download the RentCafe Resident App in the App Store or on Google Play
- <https://www.fortleonardwoodhomes.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
 - Important to contact Fort Leonard Wood Homes to report maintenance issues right away
 - Contact Fort Leonard Wood Homes to report emergency, urgent, routine work orders, trouble calls, safety concerns, or resident compliance issues

Types of Service Calls	Examples	Response Time
Emergency <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 1 Hour response • Available 24/7/365
Urgent <ul style="list-style-type: none"> • Habitability Issue 	Broken window, garage door inoperable, kitchen sink back-up, light-fixtures not working, Refrigerator inoperable	<ul style="list-style-type: none"> • 4 hour initial response
Routine <ul style="list-style-type: none"> • Convenience • Unit care issues 	Single burner inoperable, repair screens, light bulb replacement	<ul style="list-style-type: none"> • 3 working days initial response

*Depending on parts

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 [AHOUS: Housing Tenant Dispute Resolution Prhttps://www.housing.army.mil/#!pg=post&sp=tdrpocess](https://www.housing.army.mil/#!pg=post&sp=tdrpocess) links for Fort Leonard Wood (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.

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 [AHOUS: Housing Tenant Dispute Resolution Prhttps://www.housing.army.mil/#!pg=post&sp=tdrprocess](https://www.housing.army.mil/#!pg=post&sp=tdrprocess) links for Fort Leonard Wood (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 Commanding General, HQ IMCOM, 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.

- 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.
- Please refer to the next slide for locations of Fort Leonard Wood Homes Leasing Center and the Army Housing Office



Dillard Hall (Bldg 470)



Stonegate Community Center

- 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>.