Public Private Venture (PPV) Housing
Plain Language Brief
(Tenant Welcome & Orientation)
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome and Background</td>
<td>Welcome; MHO and PPV Partner Contact Information; MHO Services and Responsibilities; PPV Partner Information</td>
</tr>
<tr>
<td>Understanding Your Lease</td>
<td>Understanding Your Lease; Fees and Payments; Tenant Responsibilities</td>
</tr>
<tr>
<td>Moving In</td>
<td>What to Expect: Move-In and Move-Out; Renters Insurance Overview; Tips for Renters Insurance</td>
</tr>
<tr>
<td>Home Maintenance</td>
<td>Maintaining Your Home; Window Safety Tips; Maintenance Issues; Types of Service Calls</td>
</tr>
<tr>
<td>Your Rights as a Tenant</td>
<td>Tenant Bill of Rights; Dispute Resolution Process Overview; Informal and Formal Dispute Resolution Processes; Dispute Resolution Process Issues</td>
</tr>
<tr>
<td>Additional Contact Information</td>
<td>Social Media and Website Links</td>
</tr>
</tbody>
</table>
Welcome!

The Military Housing Office (MHO) welcomes you to Marine Corps Base Hawaii where MCBH provides forward-base, sustainable and secure training and operational support, facilities, and services to enable Operational Forces to accomplish their mission.

• This brief is an introduction to your MHO and PPV Partner and includes your rights and responsibilities as a tenant

• **Ohana Military Communities (OMC)** is a privatized company that owns and manages your rental property. The MHO, your government point of contact (POC), will assist you with any housing concerns

• As a tenant, you are encouraged, but not required, to purchase renters insurance for your property. Additional information on renters insurance is found within this brief and is available from your MHO upon request
## Contact Information

<table>
<thead>
<tr>
<th>MHO Contact Information</th>
<th>PPV Partner Contact Information</th>
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</thead>
<tbody>
<tr>
<td>• Street Address: <em>1571 Lawrence Road</em></td>
<td>• Street Address: <em>1571 Lawrence Road</em></td>
</tr>
<tr>
<td>• Phone: <em>(808) 257-2676</em></td>
<td>• Phone: <em>(808) 470-5400</em></td>
</tr>
<tr>
<td>• Website: <a href="https://www.mcbhawaii.marines.mil/Offices-Staff/S-4-Installations-Logistics/Family-Housing/">https://www.mcbhawaii.marines.mil/Offices-Staff/S-4-Installations-Logistics/Family-Housing/</a></td>
<td>• Website: <a href="https://www.ohanamarinecorpscommunities.com">https://www.ohanamarinecorpscommunities.com</a></td>
</tr>
<tr>
<td>• Facebook/Social Media: <em>N/A</em></td>
<td>• Facebook/Social Media: <em>Marine Corps Family Housing Hawaii</em></td>
</tr>
<tr>
<td>• Email: <em>MCBH.G4.FMLY.HSG.FMB</em></td>
<td>• Email: <em>Hawaiileasing@huntcompanie s.com</em></td>
</tr>
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*October 2021*
# MHO Services and Responsibilities

**Installation Commander:**

**Colonel Speros C. Koumparakis, USMC**

**Installation Housing Director:**

**Faye Tukes**

## The MHO is here to assist you with:

<table>
<thead>
<tr>
<th>MHO Services</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advocacy on your behalf with the PPV Partner</td>
<td>Applications for service members seeking referrals to live in family housing</td>
</tr>
<tr>
<td>Home referral services for off-base housing</td>
<td>Fair Housing Act concerns or complaints</td>
</tr>
<tr>
<td>Assistance during move-in, move-out, and other inspections performed by PPV Partner at resident’s request</td>
<td>MHO contact for next duty station</td>
</tr>
<tr>
<td>Housing questions and concerns</td>
<td>Assistance in the dispute resolution process</td>
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</tbody>
</table>
Ohana Military Communities at Marine Corps Base Hawaii

PPV provides benefits that are not typically offered in community rentals:
• Rent cannot exceed the basic allowance for housing (BAH) with dependents rate
• No upfront costs including application fees for Service members
• No credit history or salary requirements
• Basic utilities are included with rent

PPV Project
• Additional neighborhoods outside of MCBH
• Dog parks and splash pads

PPV Partner
• Marine Corps Privatized Housing is one of many choices Service Members have to meet their housing needs
• The Marine Corps originally privatized family housing units with the goal to improve the quality of housing for families
Understanding Your Lease

Tenants must accept and sign the PPV lease with DoD approved language. The lease includes tenant’s rights and responsibilities. The resident handbook is considered part of the lease.

Face-to-face lease signing is available and encouraged, especially if the tenant has questions. DocuSign is the recommended electronic signing option.

In addition to the lease itself, the PPV lease includes several addenda:
• Addendum 1 – Home-Based Business Addendum
• Addendum 2 – Mold and Mildew Addendum
• Addendum 3 – Pet Addendum
• Addendum 4 – RECP Addendum
• Addendum 5 – Satellite Dish and Antenna Addendum
• Addendum 6 – Pesticide Impacted Soil Addendum
• Addendum 7 – Weapons Registration Form
• Addendum 8 – Mandatory Fire Prevention and Inspection

It is important to read through and understand what you are signing. If you have questions on your lease, contact the PPV Partner.
Fees and Payments

Tenants may be charged additional fees authorized by the lease and the DoN

The following are the fees authorized by the lease and the DoN:

- **Transfer Fee** – Residents relocation under the Neighborhood of Choice voluntary relocation program will do so at their own expense. Resident will additionally be required to pay a transfer fee. The transfer fee is intended to cover the costs of lost revenues, re-marketing the home, cleaning the home and preparing it for the next resident. The current transfer fee of one thousand ($1,000) dollars may be revised with the consent of Owner. Relocation requests are submitted to MHO in order to determine eligibility for relocation within privatized housing at MCBH, wait list priority, and control date.
### Tenant Responsibilities

**Per your lease, you have several responsibilities to fulfill:**

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Details</th>
</tr>
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<tbody>
<tr>
<td>Report in a timely manner any apparent environmental, safety, or health</td>
<td>Read all lease-related materials provided by the landlord and to comply with the terms of the lease agreement, lease addendums, and</td>
</tr>
<tr>
<td>hazards of the housing unit to the landlord and any defective, broken,</td>
<td>any associated rules and guidelines</td>
</tr>
<tr>
<td>damaged, or malfunctioning building systems, fixtures, appliances, or other</td>
<td>Read and follow all local policy, to include those on personal protection/safety and security/firearms; insurance; facility use and</td>
</tr>
<tr>
<td>parts of the housing unit, the common areas, or related facilities</td>
<td>services; visitors and guests; parking; additional local policies</td>
</tr>
<tr>
<td>Allow the landlord reasonable access to the rental home in accordance with the</td>
<td>Renters insurance is a responsibility of the resident, and is strongly encouraged to protect your belongings and prevent financial</td>
</tr>
<tr>
<td>terms of the tenant lease agreement to allow the landlord to make necessary</td>
<td>hardships</td>
</tr>
<tr>
<td>repairs in a timely manner</td>
<td>Maintain standard upkeep of the housing unit as instructed by the PPV housing management office and MHO</td>
</tr>
<tr>
<td>Conduct oneself as a tenant in a manner that will not disturb neighbors, and</td>
<td>Residents are responsible for keeping their home clean and in good order</td>
</tr>
<tr>
<td>to assume responsibility for one's actions and those of a family member or</td>
<td></td>
</tr>
<tr>
<td>guest in the housing unit or common areas</td>
<td></td>
</tr>
<tr>
<td>Do not engage in any inappropriate, unauthorized, or criminal activity in the</td>
<td></td>
</tr>
<tr>
<td>housing unit or common areas</td>
<td></td>
</tr>
<tr>
<td>You are responsible for your animals at all times. Residents are responsible</td>
<td></td>
</tr>
<tr>
<td>for all animal damage to their home or common spaces</td>
<td></td>
</tr>
</tbody>
</table>
# What to Expect: Move-In and Move-Out

## MOVE-IN

**The Resident:**
- Tours the home for quality
- Accepts home and terms of lease
- Signs a lease

**OMC provides:**
- Walk-through tour of your home
- Move-in inspection with checklist
- Lease signing and answers to questions
- Keys
- A survey asking about your move-in experience

**MHO provides:**
- Plain Language Brief and answers to housing policies/ questions
- MHO Representative at your move-in inspection
- Follow-up to check-in with you (15 and 60 day)
- Support to resolve any unresolved concerns at move-in

## MOVE-OUT

**The Resident:**
- Provides a minimum of 30-day notice to vacate to OMC
- Returns the home in good condition

**OMC provides:**
- An inspection prior to move-out to assess the condition of your home utilizing the move-in inspection checklist
- Appropriate maintenance services and a speedy issue resolution
- A final determination of any damages or repairs and associated costs
- A move-out survey for you to provide feedback

**MHO provides:**
- Provides answers to questions and issue resolution process
- MHO representative at move-out inspection
- PCS assistance and MHO contact for your next location
- Support on any issues
Renters Insurance Overview

You are strongly encouraged to purchase renters insurance to protect against personal loss or liability due to unforeseen circumstances

*Renters Insurance is NOT part of the rent you pay to the PPV Partner

What is renters insurance?
A renters insurance policy is insurance for those renting any type of housing which protects your personal property against damage or loss and protects you from personal liability (i.e., financial loss) for damage to the rental property associated with your actions, or for someone that is injured while on the rental property you are occupying

Why purchase renters insurance?
The insurance carried by the PPV Partner doesn’t cover your personal property if it is stolen or damaged as a result of a fire, theft, or other unexpected circumstances. If you want to protect your personal belongings, and have liability protection, purchase a renters insurance policy with liability coverage

Renters insurance will reimburse you for personal property destroyed by a fire. If you accidentally set fire to someone else’s property, the personal liability provision will help reimburse the cost of their damaged belongings

Renters insurance typically protects items stolen after a break-in at your rental property, or even items stolen outside of your rental

Damage to your possessions from a burst water pipe is typically covered under renters insurance

Personal liability coverage is part of a standard renters insurance policy. It may help pay for another person’s medical bills if you’re found legally responsible for their injuries
Tips for Renters Insurance

For more information on renters insurance, ask your MHO for a copy of the Tenant Guide to Renters Insurance. The MHO can assist you with general questions, while the Legal Services Support Section (LSSS) will assist you in understanding different policies.

The National Association of Insurance Commissioners indicates the average renters insurance policy costs between $15 to $30 per month. *Cost may vary depending on your location, choice of deductible, and coverage amounts.

Make sure you know what your policy covers. Insurance terms and conditions vary by provider. Be sure to read your insurance policy carefully to understand what may or may not be covered. For example, a liability policy may not cover structural damage from personally owned appliances.

Renters insurance is widely accessible and may be available through your car insurance company. Make sure to ask about any discounts and bundling options.

Don’t Waive the Liability Coverage! Your insurer will help cover the costs if you’re held responsible for injuring another person or damaging another person’s property, including your rental property. The typical renters insurance policy offers $100,000 in liability coverage.
Maintaining Your Home

Please be aware of local guidance and report maintenance issues immediately to your PPV Partner

- Promptly clean kitchen counters and dispose of food debris
- Keep food in air-tight containers
- Clear outside doorways and windows of leaves and dirt
- Do not leave pet food outside or left open inside the house

- Check your toilets and faucets for leaks
- Use exhaust fans in bathrooms and laundry rooms
- Report leaks and maintenance issues immediately
- Check drains and keep them clear

- Check your filters per directions by your PPV Partner monthly
- Clean and monitor major appliances
- Check and change batteries for smoke/CO detectors per directions by your PPV Partner
Window Safety Tips

Windows are among the top 5 hidden hazards in the home. Before opening a window, know the risks they pose to children

Window Safety Tips

• All windows above the first floor should have a Child Fall Hazard warning sticker
• Do not rely on screens to prevent a window fall
• Only open windows that are out of reach if you need ventilation

Child Safety Tips

• Encourage children to play in the center of the room and away from open windows
• Keep close attention to furniture, or anything children can climb, near open windows

PPV Partners and MHOs across the nation are working towards installing window safety measures to ensure a safer environment for our Marines, Sailors, and their Families
How to Report Maintenance Issues

- Report maintenance issues (maintenance emergencies, trouble calls, safety concerns, compliance issues) right away by contacting your PPV Partner

- For an emergency maintenance, call:  
  (808) 470-5400

- For an urgent maintenance, call:  
  (808) 470-5400

- For routine maintenance, call:  
  (808) 470-5400

- Maintenance Number:  
  (808) 470-5400

Submitting and Tracking Work Orders

- Work orders can be submitted and tracked on the web portal or resident app

- Web Portal:  

- Download the App:  
  https://ohanamarinecorpscommunities.securecafe.com/residentservices/ohana-marine/userregistration.aspx?PropertyID=NjQ0MTM1-3ntZk%2fuD%2fCI%3d

Contact your PPV Partner if you have concerns on maintenance, work orders, repairs, or services
# Types of Service Calls

<table>
<thead>
<tr>
<th>Type of Service Call</th>
<th>Description</th>
<th>Examples</th>
<th>Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Emergency</strong></td>
<td>• Critical safety, life threatening issues</td>
<td>• Gas leaks</td>
<td>• 30-minute initial response</td>
</tr>
<tr>
<td></td>
<td>• Resident with a medical requirement for stable temp levels</td>
<td>• Fire</td>
<td>• 1 day to complete emergency work</td>
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<tr>
<td></td>
<td></td>
<td>• Power outage</td>
<td>• Available 24/7/365</td>
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<tr>
<td></td>
<td></td>
<td>• Sewage back-up</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• Flood</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• No toilet available for use</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• Refrigerator inoperable</td>
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<tr>
<td><strong>Urgent</strong></td>
<td>• Habitability issues</td>
<td>• Broken window</td>
<td>• 4-hour initial response</td>
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<td></td>
<td>• Garage door inoperable</td>
<td>• 1 business day to complete work</td>
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<tr>
<td></td>
<td></td>
<td>• Kitchen sink back-up</td>
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<td></td>
<td></td>
<td>• Lights flickering or non-working light-fixtures</td>
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<td></td>
<td></td>
<td>• Presence of mold/mildew</td>
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<tr>
<td><strong>Routine</strong></td>
<td>• Convenience</td>
<td>• Single burner inoperable</td>
<td>• 1 working day initial response</td>
</tr>
<tr>
<td></td>
<td>• Unit care issues</td>
<td>• Repair screens</td>
<td>• 1 business day to complete work</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Light bulb replacement</td>
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October 2021
In 2020, laws were passed to assure PPV military residents’ basic rights. MHO will provide residents with a full Tenant Bill of Rights for review.
Active duty Service Members and their families living in PPV housing have access to the dispute resolution process (DRP), ensuring prompt and fair resolution for housing issues. The DRP has two components: an informal and formal process.

**Informal DRP**
- If you notice an issue at your property, contact your PPV Partner to resolve it
- *You are encouraged* to utilize the informal process as your housing issue will be resolved in an efficient manner

**Formal DRP**
- You must first attempt to resolve your housing issue through the informal DRP before you can initiate the formal DRP
- The formal DRP is expected to take 30-60 days

Your MHO serves as your advocate throughout the informal and formal DRP. To explore the DRP further, please visit the Marine Corps MHO Website ([mcicom.marines.mil/Sections/GF-Facilities/GF-HM-Housing-Management/Additional-Resources/](http://mcicom.marines.mil/Sections/GF-Facilities/GF-HM-Housing-Management/Additional-Resources/))
Informal Dispute Resolution Process

The dispute resolution process starts with an informal process of communication between you and the PPV Partner. **You are encouraged** to utilize the informal process as your housing issue will be resolved in a more efficient and timely manner.

- If you find a problem at the property where you currently reside, contact your PPV Partner so they can take steps to properly resolve the issue.

- Elevate to the PPV Partner Regional Manager if the action taken is unsatisfactory.

- If the PPV Partner or Regional Manager does not resolve the issue, contact the MHO and inform them of the problem at your property. The MHO may investigate the issue.

- If you are not satisfied that your housing issue has been solved, your MHO will provide you with a form which can be filled out, initiating the formal dispute resolution process.
Formal Dispute Resolution Process

The formal dispute resolution process begins once you submit the request form provided by your MHO. You must first attempt to resolve your issue through the informal DRP before you can initiate the formal DRP.

1. Complete Request Form
   Complete Request Form and submit to the MHO who will determine eligibility

2. Participate in the Inspection
   If the condition of the property is the subject of the dispute, the MHO will schedule an inspection of the property with your PPV Partner

3. Cooperate with the Investigation
   The Investigator will review all records and conduct interviews as necessary

4. Recommend Action
   Send recommendation to Regional Commander. If you disagree with the Commander’s recommendation, submit a rebuttal

5. Final Decision Issued
   Regional Commander will consider your rebuttal and provide you a final decision on the dispute
As a tenant, you can begin the dispute resolution process to resolve issues concerning the following rights and responsibilities:

- Maintenance and repairs
- Rental payments
- Displacement rights
- Lease termination
- Inspections
- Fees and charges
Connect with Marine Corps Housing

For information on Marine Corps Housing policies, visit:
https://www.mcbhawaii.marines.mil/Offices-Staff/S-4-Installations-Logistics/Family-Housing/

For information on Marine Corps Housing policies, visit: