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# ***Public-Private Venture (PPV) Mandatory Housing Resident In-Brief***

**Marine Corps Base Hawaii  
Military Housing Office**

10 August 2021



# Welcome



- The Military Housing Office (MHO) welcomes you to:
  - Marine Corps Base Hawaii (MCBH), Kaneohe Bay
  - MCBH provides forward-base, sustainable and secure training and operational support, facilities, and services to enable Operational Forces to accomplish their mission. The Family Housing Department enables MCBH and S-4 Directorate's mission by ensuring a safe, effective, and viable housing programs for our program
- The MHO is employed by the Marine Corps to assist and advocate for Service Members and their families on any housing concerns
- The installation housing director manages the MHO and reports directly to the installation commanding officer
  - Installation Commanding Officer: Colonel Speros C. Koumparakis, USMC
  - Installation Housing Director: Faye Tukes



# Family Housing



- Ohana Military Communities (OMC)/Hunt is the privatized company that owns and manages family housing at this installation
  - *PPV and MHO share office space for your convenience*
  - OMC/Hunt, as the property manager, is the initial primary contact for:
    - Maintenance, repairs, concerns, rent/billing issues
- The MHO is here to be your advocate with any PPV concerns and can also assist with government documents.



# Shared Housing Office





# Overview of Topics



- MHO Services and Contact Information
- PPV Contact Information
- What to Expect: Move-in and Move-out
- Tenant Bill of Rights
- Understanding Your Lease
- Fees and Payments
- Resident Energy Conservation Program (RECP)
- Solar Panels and RECP
- Tenant Responsibilities
- Maintaining Your Home
- How to Report Maintenance Issues
- Types of Service Calls
- Tracking Maintenance/Work Orders
- 3-Step Resolution Process
- Dispute Resolution Process
- Local Information
- Connect With Marine Corps Housing



# MCBH

## *Military Housing Office*

- The MHO can assist with:
  - Home referral services for off-base housing, MHO contact for next duty station
  - Fair Housing Act concerns or complaints
  - Cost savings and relief programs
  - Housing questions and concerns
  - MHO staff will be present during move-in, move-out, and other inspections performed by PPV
  - Housing Advocate in the 3-Step Resolution Process
  - Advocacy on your behalf for any concerns you may have
  
- MCBH Family Housing Department Contact Information:
  - Street Address: 1571 Lawrence Road
  - Phone: (808) 257-2676
  - Website: <https://www.mcbhawaii.marines.mil/Offices-Staff/S-4-Installations-Environment-Logistics/Family-Housing/>
  - Facebook/Social Media: N/A
  - Email: MCBH.G4.FMLY.HSG.FMB



# ***OMC/HUNT at MCBH***

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- 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
- PPV provides benefits that are not typically offered in community rentals
  - Rent cannot exceed BAH w/ dependents rate
  - No upfront costs including application fees
  - No credit history or salary requirements



# PPV



- OMC/Hunt Contact Information:
  - Street Address: 1571 Lawrence Road
  - Phone: (808) 839-8720
  - Website: <https://www.ohanamarinecorpscommunities.com>
  - Facebook/Social Media: Marine Corps Family Housing Hawaii
  - Email: [Hawaiileasing@huntcompanies.com](mailto:Hawaiileasing@huntcompanies.com)
  - Community Director: Peyton Hoban, 808-839-8722





# What to Expect: Move-In and Move-Out



Move-In	Move-Out
<b>The Resident:</b>	<b>The Resident</b>
Accepts the home and terms of lease	Provides a notice to vacate the home
Signs a lease	Returns the home in good condition
Tours the home for quality	
<b>PPV provides:</b>	<b>PPV provides:</b>
Lease signing and answers to questions	An inspection prior to move-out to assess the condition of your home
Keys	All maintenance services and issue resolution
Walk-through tour of your home	A move-out inspection using the same move-in inspection checklist
Move-in inspection with checklist	A final determination of any damages or repairs and associated costs
A survey asking about your move-in experience	A move-out survey for you to provide feedback
<b>MHO provides:</b>	<b>MHO provides:</b>
Plain Language Brief and answers to housing policies/questions	Provides answers to questions and issue resolution process
MHO Representative at your move-in inspection	MHO Representative at move-out inspection
Follow-up to check-in with you (15 and 60 day)	PCS assistance and MHO contact for your next location
Support to resolve any unresolved concerns at move-in	Support on any issues



# Tenant Bill of Rights

- In 2020, laws were passed to assure PPV military residents' basic rights
  - A housing unit and a community that meets applicable health and environmental standards
  - Working fixtures, appliances, and utilities
  - A written lease with clearly defined rental terms
  - A plain-language briefing by the installation housing office on all rights and responsibilities before signing a lease and 30 days after move-in
  - Sufficient time and opportunity to prepare and be present for move-in and move-out inspections
  - To report issues with habitability of the housing unit to the Landlord, the chain of command, and housing management office without fear of reprisal or retaliation
  - Access to a Military Tenant Advocate or a military legal assistance attorney
  - Management services that meet or exceed industry standards
  - Consistently honest, accurate, straightforward, and responsive communications
  - Access to an electronic work order system
  - Prompt and professional maintenance and repair
  - Reasonable advance notice of any entrance to the home
  - Standardized documents, forms, and processes
- MHO will provide resident with full Tenant Bill of Rights for review



# *Understanding Your Lease*

- Residents 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
  
- In addition to the lease itself, the PPV lease includes several addendums
  - 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, contact the MHO



# *Fees and Payments*



- Residents relocating under the Neighborhood of Choice voluntary relocation program will do so at their own expense. Residents 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 the 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.



# *Resident Energy Conservation Program (RECP)*



- The NDAA temporarily suspends the RECP in 2020
  - Residents will continue to receive statements, but no payments are required
  - Residents will be notified when RECP resumes
  - PPV partners are ensuring that all homes have accurate meters
  - Residents are responsible for practicing energy conservation
- Basic Allowance for Housing (BAH)/Rent includes an amount for utilities
- “Normal” utilities usage is determined by house type
- Residents that use more will receive a bill for the amount over “normal”
- Residents that use less will receive a credit for the amount conserved
- EFMP families with special needs may be exempted with Commanding Officer approval
  - Wounded Warriors are exempt upon request



# *Solar Panels and RECP*

- Solar panels help reduce the cost of electricity for the PPV project making more funds available to reinvest into better homes and neighborhoods
- Solar is an environmentally clean way to produce electricity and helps meet Marine Corps energy conservation targets



# Tenant Responsibilities



- Per your lease, it is your responsibility to:
  - Report in a timely manner any apparent environmental, safety, or health hazards of the housing unit to the landlord and any defective, broken, damaged, or malfunctioning building systems, fixtures, appliances, or other parts of the housing unit, the common areas, or related facilities
  - Maintain standard upkeep of the housing unit as instructed by the PPV housing management office and MHO
  - 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
  - Not engage in any inappropriate, unauthorized, or criminal activity in the housing unit or common areas
  - Allow the landlord reasonable access to the rental home in accordance with the terms of the tenant lease agreement to allow the landlord 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 addendums, and any associated rules and guidelines



# Tenant Responsibilities, continued



- Additional tenant responsibilities
  - Renters insurance is a responsibility of the resident, and is strongly encouraged to protect your belongings and prevent financial hardships
  - Residents are responsible for keeping their home clean and in good order
- Animal Responsibilities
  - You are responsible for your animals at all times
  - Residents are responsible for all animal damage to their home or common spaces
- Important local policy review:
  - Personal protection/safety and security/firearms
  - Insurance
  - Facility use and services
  - Visitors and guests
  - Parking
  - Additional local policies



# *Maintaining Your Home*

- Prevent Pests
  - 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
- Prevent Mildew, Moisture, Mold
  - Check your toilets and faucets for leaks
  - Use exhaust fans in bathrooms and laundry rooms
  - Report leaks and issues immediately
  - Check drains and keep them clear
- Prevent Damage to Appliances and Systems
  - Check your filters monthly!
  - Clean and monitor major appliances
  - Check and change batteries for smoke/CO detectors
- Report Maintenance Issues Immediately!



# How to Report Maintenance Issues

- Contact OMC/Hunt: Report maintenance issues right away
  - Maintenance emergencies
  - Trouble calls
  - Safety concerns
  - Resident compliance issues
- For an emergency maintenance, call: (808) 839-HELP (4357)
- For an urgent maintenance, call: (808) 839-HELP (4357)
- For routine maintenance, call: (808) 839-HELP (4357)
- Maintenance Number: (808) 839-HELP (4357)
- Web Portal:  
<https://ohanamarinecorpscommunities.securecafe.com/residentservices/ohana-marine/userlogin.aspx>
- Download the App:  
<https://ohanamarinecorpscommunities.securecafe.com/residentservices/ohana-marine/userregistration.aspx?PropertyID=NjQ0MTM1-3ntZk%2fuD%2fCI%3d>



# Types of Service Calls



Type of Service Call	Examples	Response Time *Depending on Parts
<p><b>Emergency</b></p> <ul style="list-style-type: none"> <li>• Immediate danger to life or threaten to damage property</li> <li>• A/C loss for residents that require a/c for documented medical reason</li> </ul>	<p>Overflowing drains, roof leaks, broken water pipes, electrical defects which may cause fire or shock .</p>	<ul style="list-style-type: none"> <li>• 1-hour initial response</li> <li>• Available 24/7/365</li> </ul>
<p><b>Urgent</b></p> <ul style="list-style-type: none"> <li>• Failures in services that do not immediately endanger life or property, but would soon inconvenience and/or affect the health or well-being of life.</li> </ul>	<p>Failure of ranges, refrigerators, and water heaters.</p>	<ul style="list-style-type: none"> <li>• 4-hours initial response</li> <li>• 24-hours/business day to complete work.</li> </ul>
<p><b>Routine</b></p> <ul style="list-style-type: none"> <li>• Convenience</li> <li>• Unit care issues</li> </ul>	<p>Broken floor tile, loose baseboard, drippy faucet, etc.</p>	<ul style="list-style-type: none"> <li>• 24-hours initial response. Except on the weekend or holidays, receipt will be considered 0700 on the next business day.</li> <li>• 10 business days to complete work.</li> </ul>



# *Tracking Maintenance/Work Orders*

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- <https://ohanamarinecorpscommunities.securecafe.com/residentservices/ohana-marine/userlogin.aspx>



# Issue Resolution Process



- Report your issue by:
  - STEP 1: Contact OMC/Hunt and allow them to address your concerns which initiates the 3-step resolution process
  - STEP 2: Not satisfied, report your concerns to PPV Regional Manager
  - STEP 3: Still unresolved, report your concerns to the MHO Advocate and MHO Director
- You can always contact your chain of command with housing issues

The MHO is available to assist you with concerns you may have regarding maintenance, work orders, repairs or services

**Teresa Bryant, MHO Advocate at (808) 257-4200**

**Talley Hernandez, MHO Advocate at (808) 257-4201**

**Lydia Caldwell, MHO Deputy Director at (808) 257-5933**

**Faye Tukes, MHO Director at (808) 257-3295**





# 3 Step Issue Resolution Process

## HOW CAN WE HELP?

### FAMILY HOUSING RESOLUTION PROCESS

ANY RESIDENT SUGGESTION, CONCERN, OR COMPLAINT IS IMPORTANT. IF YOU ARE NOT SATISFIED WITH ANY SERVICE, WE HAVE A THREE-STEP ISSUE RESOLUTION PROCESS AT OMC-MARINE PPV HOUSING:

STEP 1

IDENTIFY ISSUE

HUNT

24-HR Maintenance  
**(808) 833-4357 (HELP)**

Web: <http://www.ohanamarinecorpscommunities.com/maintenance-request>

**Community Managers**  
Waikulu - (808) 839-8777  
Mololani - (808) 839-8702

STEP 2

INCOMPLETE OR NOT SATISFIED, CONTACT MANAGEMENT

HUNT

**Community Director**  
**(808) 839-8722**

**Maintenance Director**  
**(808) 836-5414**

STEP 3

ISSUE UNRESOLVED

MCBH FAMILY HOUSING

**(808) 257-4200**  
**(808) 257-4201**  
**(808) 257-5933**  
**(808) 257-3295**

Email: [mcbh.q4.fmily.hsq.fmb@usmc.mil](mailto:mcbh.q4.fmily.hsq.fmb@usmc.mil)

**Contact your Command:**

POC: \_\_\_\_\_  
Contact Number: \_\_\_\_\_  
Email: \_\_\_\_\_

### Additional Contact Information - Hunt

Office	Location	Address or Email	Phone	Hours
Leasing Office	KBAY	1571 Lawrence Rd	(808) 839-8720	08:00-17:00 MON-FRI; WED:0900-1700
Waikulu RSO	KBAY	<a href="mailto:maukairo@huntcompanies.com">maukairo@huntcompanies.com</a>	(808) 839-8710	08:00-17:00 MON-FRI; WED:0900-1700
Mololani RSO	KBAY	<a href="mailto:makairo@huntcompanies.com">makairo@huntcompanies.com</a>	(808) 839-8700	08:00-17:00 MON-FRI; WED :0900-1700
Self-Help	KBAY	2029 McClennan Dr.	(808) 836-5434	08:00-17:00 MON-FRI
YES Energy	Off-Base	<a href="https://www.yesenergymanagement.com">https://www.yesenergymanagement.com</a>	(855) 491-0365	08:00-17:00 MON-FRI
Accounting / Rent	Pearl Hbr	3349 Catlin Drive	(808) 839-8733/34	08:00-17:00 MON-FRI
Hunt Security	Pearl Hbr	5173 Nimitz Road	(808) 839-8652	08:00-17:00 MON-FRI





# Dispute Resolution Process



## RESIDENT RESOLUTION PROCESS

### Maintenance Issue

Maintenance Manager  
(808) 833-HELP (4357)

Maintenance Director

### Resident Issue

Resident Services Office

Community Manager

Community Director

Marine Housing Liaison

Director of Operations

At Ohana Military Communities (OMC) it is our goal to "improve the quality of life" for our military families. While we strive to provide exceptional service and superior communities every day, we realize that we may on occasion fail to live up to your and our expectations. On those rare occasions, we encourage you to bring them to our attention so that we may resolve them to your satisfaction and deliver efficient, prompt, and caring property management and maintenance service.

To help us better address your concerns we have developed a Resolution Process that will allow us to work together to fully understand and correct any issues that may arise. When you have an issue, we encourage you to undertake the following steps to bring it to our attention.

#### STEP 1: Contact your Resident Services Office

Provide them with details about your concern. Please give us the opportunity to assist you. If your Resident Services Office has been unable to address the situation to your satisfaction, ask to speak to the Community Manager. Your Community Manager will work to resolve the issue.

#### STEP 2: Contact your Community Director

If your Community Manager is unable to address the situation to your satisfaction contact the Community Director.

MCBH Community Director: Peyton Hoban | [peyton.hoban@huntcompanies.com](mailto:peyton.hoban@huntcompanies.com) | 808-839-8720

*If not resolved to satisfaction...*

#### STEP 3: Contact your Military Housing Liaison

MCBH Military Housing Liaison: 808.257.4200; 808.257.4201; 808.257.5933; 808.257.3295  
Email: [MCBH.G4.FMLY.HSG.FMB@USMC.MIL](mailto:MCBH.G4.FMLY.HSG.FMB@USMC.MIL)

**STEP 4:** At this point, should there still be a need for resolution the Community Director and Liaison will engage the OMC-Director of Operations and Director of Housing. OMC's senior leadership and the Marine Housing Leadership will review and agree upon a final resolution.

Visit us in person or contact your Resident Services Office at:

Waikulu RSO: (808) 839-8710 or [MauiRSO@huntcompanies.com](mailto:MauiRSO@huntcompanies.com)

Mololani RSO: (808) 839-8700 or [MakaiRSO@huntcompanies.com](mailto:MakaiRSO@huntcompanies.com)

Maintenance Office: (808) 833-4357 (HELP)

[www.OhanaMarineCorpsCommunities.com](http://www.OhanaMarineCorpsCommunities.com)

Note: All emails, phone conversations, photos, meetings, and any other types of correspondence and supporting documentation will become a permanent part of the resident's file.





# ***Connect with Marine Corps Housing***

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Find your local Marine Corps Military Housing Office (MHO)

✧ Website: <https://www.mcbhawaii.marines.mil/Offices-Staff/S-4-Installations-Environment-Logistics/Family-Housing/>

**Visit:** <https://www.mcicom.marines.mil/Units/GF-Facilities/GF-3-Housing/>

**Email:** MCBH.G4.FMLY.HSG.FMB



# Questions?

- MCBH Family Housing Department Contact Information:
  - Street Address: 1571 Lawrence Road
  - Phone: (808) 257-2676
  - Website: <https://www.mcbhawaii.marines.mil/Offices-Staff/S-4-Installations-Environment-Logistics/Family-Housing/>
  - Facebook/Social Media: N/A
  - Email: MCBH.G4.FMLY.HSG.FMB
  
- OMC/Hunt Contact Information:
  - Street Address: 1571 Lawrence Road
  - Phone: (808) 839-8720
  - Website: <https://www.ohanamarinecorpscommunitates.com>
  - Facebook/Social Media: Marine Corps Family Housing Hawaii
  - Email: [Hawaiileasing@huntcompanies.com](mailto:Hawaiileasing@huntcompanies.com)



# Family Housing Advocates



MCBH Family Housing ADVOCATES are available to provide assistance and support to all residents of PPV Housing who have an unsatisfactory or unresolved dispute with Ohana Military Communities (OMC)/Hunt.

As part of your Tenant Bill of Rights, the Dispute Resolution Process (DRP) ensures eligible Service Members and their families living in PPV housing are guaranteed a prompt and fair resolution for housing issues.

There are two components to the DRP:  
(1) Informal DRP and (2) Formal DRP

Start by contacting OMC/Hunt so they can take steps to properly resolve your housing issue through this informal process. If OMC/Hunt does not resolve the issue through the Informal DRP to your satisfaction, you can contact a Family Housing ADVOCATE, inform them of your unresolved issue, and to complete a form to initiate the Formal DRP.

Advocates can be reached at (808) 257-4201 or (808) 257-4200 and are available at the Family Housing Office, MCBH Kaneohe Bay at 1571 Lawrence Road, **1st floor**.

