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

Marine Corps Base Hawaii
Military Housing Office
April 29, 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
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 issue 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

- 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
OMC/Hunt Contact Information:

- Street Address: 1571 Lawrence Road
- Phone: (808) 839-8720
- Website: https://www.ohanamarinecorpscommunits.com
- Facebook/Social Media: Marine Corps Family Housing Hawaii
- Email: Hawaiileasing@huntcompanies.com
- Community Director: Peyton Hoban, 808-839-8722
# What to Expect: Move-In and Move-Out

<table>
<thead>
<tr>
<th>Move-In</th>
<th>Move-Out</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The Resident:</strong></td>
<td><strong>The Resident</strong></td>
</tr>
<tr>
<td>Accepts the home and terms of lease</td>
<td>Provides a notice to vacate the home</td>
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<tr>
<td>Signs a lease</td>
<td>Returns the home in good condition</td>
</tr>
<tr>
<td>Tours the home for quality</td>
<td></td>
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<tr>
<td><strong>PPV provides:</strong></td>
<td><strong>PPV provides:</strong></td>
</tr>
<tr>
<td>Lease signing and answers to questions</td>
<td>An inspection prior to move-out to assess the condition of your home</td>
</tr>
<tr>
<td>Keys</td>
<td>All maintenance services and issue resolution</td>
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<tr>
<td>Walk-through tour of your home</td>
<td>A move-out inspection using the same move-in inspection checklist</td>
</tr>
<tr>
<td>Move-in inspection with checklist</td>
<td>A final determination of any damages or repairs and associated costs</td>
</tr>
<tr>
<td>A survey asking about your move-in experience</td>
<td>A move-out survey for you to provide feedback</td>
</tr>
<tr>
<td><strong>MHO provides:</strong></td>
<td><strong>MHO provides:</strong></td>
</tr>
<tr>
<td>Plain Language Brief and answers to housing policies/questions</td>
<td>Provides answers to questions and issue resolution process</td>
</tr>
<tr>
<td>MHO Representative at your move-in inspection</td>
<td>MHO Representative at move-out inspection</td>
</tr>
<tr>
<td>Follow-up to check-in with you (15 and 60 day)</td>
<td>PCS assistance and MHO contact for your next location</td>
</tr>
<tr>
<td>Support to resolve any unresolved concerns at move-in</td>
<td>Support on any issues</td>
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</table>
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
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)
- Download the App: https://ohanamarinecorpscommunities.securecafe.com/residentservices/ohana-marine/userregistration.aspx?PropertyID=NjQ0MTM1-3ntZk%2fuD%2fC1%3d
# Types of Service Calls

<table>
<thead>
<tr>
<th>Type of Service Call</th>
<th>Examples</th>
<th>Response Time</th>
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<tbody>
<tr>
<td><strong>Emergency</strong></td>
<td>Overflowing drains, roof leaks, broken water pipes, electrical defects which may cause fire or shock.</td>
<td>• 1-hour initial response</td>
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<td></td>
<td>• Available 24/7/365</td>
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<td></td>
<td>Immediate danger to life or threaten to damage property</td>
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<td></td>
<td>A/C loss for residents that require a/c for documented medical reason</td>
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<tr>
<td><strong>Urgent</strong></td>
<td>Failure of ranges, refrigerators, and water heaters.</td>
<td>• 4-hours initial response</td>
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<td></td>
<td></td>
<td>• 24-hours/business day to complete work.</td>
</tr>
<tr>
<td></td>
<td>• 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.</td>
<td></td>
</tr>
<tr>
<td><strong>Routine</strong></td>
<td>Broken floor tile, loose baseboard, drippy faucet, etc.</td>
<td>• 24-hours initial response.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Except on the weekend or holidays, receipt will be considered 0700 on the next business day.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 10 business days to complete work.</td>
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Tracking Maintenance/Work Orders

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**

**Erin Cole, 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.marinescorps.com/maintenance-request
Community Managers
Waikiki - (808) 839-8777
Molokai - (808) 836-8702

**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_afamily_copp.fmb@usmc.mil

Contact your Command:
POC:
Contact: Number:
Email:

Additional Contact Information - Hunt

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<thead>
<tr>
<th>Office</th>
<th>Location</th>
<th>Address or Email</th>
<th>Phone</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leasing Office</td>
<td>KBAY</td>
<td>1571 Lawrence Rd</td>
<td>(808) 836-8720</td>
<td>08:00-17:00 MON-FRI, WED 0900-1700</td>
</tr>
<tr>
<td>Waikiki RSO</td>
<td>KBAY</td>
<td><a href="mailto:mkbay@huntonline.com">mkbay@huntonline.com</a></td>
<td>(808) 836-8710</td>
<td>08:00-17:00 MON-FRI, WED 0900-1700</td>
</tr>
<tr>
<td>Molokai RSO</td>
<td>KBAY</td>
<td><a href="mailto:mokai@huntonline.com">mokai@huntonline.com</a></td>
<td>(808) 839-8700</td>
<td>08:00-17:00 MON-FRI, WED 0900-1700</td>
</tr>
<tr>
<td>Self-Help</td>
<td>KBAY</td>
<td>2029 McClennan Dr</td>
<td>(808) 836-5434</td>
<td>08:00-17:00 MON-FRI</td>
</tr>
<tr>
<td>YES Energy</td>
<td>Off-Base</td>
<td><a href="https://www.esenergymanagement.com">https://www.esenergymanagement.com</a></td>
<td>(855) 491-5365</td>
<td>08:00-17:00 MON-FRI</td>
</tr>
<tr>
<td>Accounting / Rent</td>
<td>Pearl Hbr</td>
<td>3349 Gatlin Drive</td>
<td>(808) 839-8735/54</td>
<td>08:00-17:00 MON-FRI</td>
</tr>
<tr>
<td>Hunt Security</td>
<td>Pearl Hbr</td>
<td>5173 Nimitz Road</td>
<td>(808) 839-8652</td>
<td>08:00-17:00 MON-FRI</td>
</tr>
</tbody>
</table>
Dispute Resolution Process

RESIDENT RESOLUTION PROCESS

Maintenance Issue

- Maintenance Manager
  (908) 833-HELP (4357)
- Maintenance Director

Resident Issue

- Resident Services Office
- Community Manager
- Community Director
- Marine Housing Liaison
- Director of Operations

At Marine Corps Communities (MCC), 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 services.

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 us 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.

MCRH Community Director: Peyton Heban | payton.heban@hammercomms.com | (908) 833-8720

If not resolved to satisfaction...

STEP 3: Contact your Marine Housing Liaison

MCMC Housing Liaison: (808) 273-4200, (808) 273-4291, (808) 273-5995, (808) 273-5295
Email: MCRH.HANDLER.HSGFMB@USMC.MIL

STEP 4: At this point, should there still be a need for resolution, the Community Director and Liaison will engage the MCMC 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:
Waikiki RSO: (808) 526-0710 or MauiRSO@hammercomms.com
Mokolani RSO: (808) 833-8720 or MauiRSO@hammercomms.com
Maintenance Office: (808) 273-4257 (HELP)

www.ChainsMarineCorpsCommunities.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 file.
Connect with Marine Corps Housing

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.ohanamarinecorpscommunitses.com
  - Facebook/Social Media: Marine Corps Family Housing Hawaii
  - Email: Hawaiileasing@huntcompanies.com