



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



MAGTFTC/MCAGCC

(Twentynine Palms)

Military Housing Office (MHO)



Welcome

The Military Housing Office (MHO) welcomes you to MAGTFTC/MCAGCC



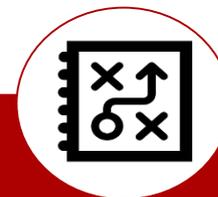
The **MHO** is employed by the Marine Corps to assist and advocate for Service Members and their families on any housing concerns.



The installation Housing Director manages the MHO and reports directly to the installation commanding officer.



Lincoln Military Housing is the privatized company that owns and manages family housing at this installation.



The MHO is here to be your advocate with any PPV concerns and can also assist with government documents.



PPV Partnership



The installation leadership and Lincoln Military Housing share a productive relationship to provide high quality housing.



Installation Commanding Officer: BGen Roger B. Turner



Installation Housing Director: Ms. Christy Parker



Lincoln Military Housing as the property manager, is the initial primary contact for maintenance, repairs, concerns, rent/billing issues.



Shared Housing Office



Lincoln Military Housing and the MHO share office space for your convenience.



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MAGTFTC/MCAGCC

Military Housing Office (MHO)



The MHO provides various services to USMC service members and their families.



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



MHO Contact Information:

- **Street Address:**
1003 Cottontail Road
Twentynine Palms, CA 92278
- **Phone:**
760-830-6611
- **Website:**
www.29palms.marines.mil/Family-Housing
- **Facebook/Social Media:**
www.facebook.com/thecombatcenter
www.twitter.com/CombatCenterPAO



Lincoln Military Housing at MAGTFTC/MCAGCC



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.

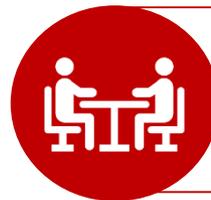


PPV provides benefits that are not typically offered in community rentals:

- Rent cannot exceed BAH with dependents rate.
- No upfront costs including application fees.
- No credit history or salary requirements.



Lincoln Military Housing MAGTFTC/MCAGCC offers 2,210 homes within 14 communities. Amenities include: Free 24-hour maintenance, Access to community club houses, gyms and pools, and ongoing community events.



With communities in more than 29 different military installations across the country, Lincoln Military Housing's mission is to provide military families with exemplary service in a quality home environment.



Lincoln Military Housing Contact Information



The contact information of the PPV partner can be found below.

STREET ADDRESS:

1003 Cottontail Road
Twentynine Palms, CA
92278

**STREET
ADDRESS**



PHONE:

760-368-4500

PHONE



WEBSITE:

www.Lincolnmilitary.com

WEBSITE



SOCIAL MEDIA:

www.facebook.com/LincolnMilitary

www.twitter.com/linconmilitary

**SOCIAL
MEDIA**



EMAIL

EMAIL





What to Expect: Move-In and Move-Out

MOVE-IN

MOVE-OUT

The Resident:	The Resident:
Accepts home and terms of lease	Provides a notice to vacate to Lincoln Military Housing
Signs a lease	Returns the home in good condition
Tours the home for quality	
Lincoln Military Housing provides:	Lincoln Military Housing provides:
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
MHO provides:	MHO provides:
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. MHO will provide residents with a full Tenant Bill of Rights for review.



A housing unit and a community that meets applicable health and environmental standards



Working fixtures, appliances, and utilities



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

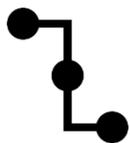


A written lease with clearly defined rental terms



Tenant Bill of Rights

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.



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



Tenant Bill of Rights

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.



Access to an electronic work order system



Reasonable advance notice of any entrance to the home



Prompt and professional maintenance and repair



Standardized documents, forms, and processes



Understanding Your Lease

Residents must accept and sign the Lincoln Military Housing lease with DoD approved language. The lease includes tenant's rights and responsibilities, and the resident handbook is considered part of the lease.

In addition to the lease itself, the PPV lease includes several addendums:

- **Addendum 1** – Pet Agreement
- **Addendum 2** – Satellite dish and antenna agreement
- **Addendum 3** – Resident Energy Conservation Program (RECP)
- **Addendum 4** – Bed Bug Information disclosure
- **Addendum 5** – Flood Disclosure
- **Addendum 6** – Lead Based Paint Hazard Disclosure (Information pamphlet provide)
- **Addendum 7** – Radon Disclosure

It is important to read through and understand what you are signing. If you have questions, contact the MHO.



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 returns.

- **PPV partners are ensuring that all homes have accurate meters**
- 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
- See the provided RECP flyer included with this brief for more information

Visit www.LincolnRECP.com for detailed information about RECP.



Tenant Responsibilities

Per your lease, as a tenant you have several responsibilities to fulfill.



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 Lincoln Military 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



Tenant Responsibilities

Per your lease, as a tenant you have several responsibilities to fulfill.



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



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



Tenant Responsibilities

Per your lease, as a tenant you have several responsibilities to fulfill.



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 reviews include personal protection/safety and security/firearms; insurance; facility use and services; visitors and guests; parking; additional local policies.



Maintaining Your Home

Please be aware of local guidance and report maintenance issues immediately.



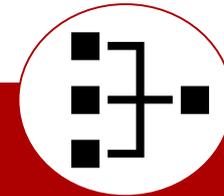
Prevent Pests

Promptly clean kitchen counters and dispose of food debris.
Keep food in air-tight containers.
Clear outside doorways and windows of leaves and dirt.



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.
Clean and monitor major appliances.
Check and change batteries for smoke/CO detectors.



How to Report Maintenance Issues

- Contact Lincoln Military Housing: Report maintenance issues right away
 - Maintenance emergencies
 - Trouble calls
 - Safety concerns
 - Resident compliance issues
- For an emergency maintenance, call: **888-578-4141 (Lincoln At Your Service)**
- For an urgent maintenance, call: **888-578-4141**
- For routine maintenance, call: **888-578-4141**
- Maintenance Number: **888-578-4141**
- LMH Maintenance Portal: www.LincolnServiceTrack.com
- Download the App: Lincoln Military Resident App available in:  

**The MHO is available to assist you with concerns you may have regarding maintenance, work orders, repairs or services
760-830-6611**



Types of Service Calls



Type of Service Call	Examples	Response Time *Depending on Parts
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, no toilet available for use, water intrusion inside home, smoke detector inoperable	<ul style="list-style-type: none"> 30-minute initial response Emergency work 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"> Before end of the next business day



Tracking Maintenance/Work Orders

For your convenience Lincoln Military Housing offers three ways to submit and track maintenance request/work orders.

1. Lincoln Military Resident App available in:



- This free app allows you to submit maintenance request with photos and voice memos and track the progress along the way.

2. Lincoln Military Housing Maintenance Portal: www.LincolnServiceTrack.com

- With the Lincoln Military Housing Maintenance Portal you can submit maintenance request and check the status any time day or night.

3. Lincoln At Your Service 24/7 maintenance request toll-free number: 888-578-4141



Issue Resolution Process

Report your issue by following the steps below. Also, you can always contact your chain of command with housing issues.

Step 1

Contact Lincoln Military Housing and allow them to address your concerns which initiates the 3-step resolution process.

Step 2

If you are not satisfied, report your concerns to Lincoln Military Housing Regional Manager.

Step 3

If the issue is still unresolved, report your concerns to the MHO Advocate and MHO Director.

Additional resources include
Legal Service Support Team (LSST) and, in cases of health concerns, your
Primary Care Physician



3 Step Issue Resolution Process



HOW CAN WE HELP? FAMILY HOUSING RESOLUTION PROCESS

All resident suggestions, concerns, or complaints are important. If you are not satisfied with any service, please use this resolution process to assist us in getting the information.



STEP 1 IDENTIFY THE ISSUE	STEP 2 INCOMPLETE OR NOT SATISFIED	STEP 3 ISSUE STILL UNRESOLVED
<p>Maintenance Issues 24HR Hotline Contact - (888) 578-4141 - www.lincolnservicetrack.com</p> <p>All Other Concerns Office Hours: Mon-Fri 0830-1730, Sat 0900-1700</p> <ul style="list-style-type: none"> - Palm District (760) 368-4500 - Adobe Flats District (760) 910-9655 - Ocotillo District (760) 368-4021 - Vista Del Sol District (760) 361-6158 	<p>General Management Office Office Hours: Mon-Fri 0800-1700 (760) 400-8179</p>	<p>Government Family Housing Office Office Hours Mon-Fri 0730-1630 (760) 830-6611</p>



Dispute Resolution Process

- Dispute Resolution Process – formal dispute resolution process is still being negotiated among the Services and their respective PPV Partners.

Connect with Marine Corps Housing

Find your local Marine Corps Military Housing Office (MHO).



www.29palms.marines.mil/Family-Housing



www.facebook.com/thecombatcenter.com



www.twitter.com/CombatCenterPAO



www.youtube.com/marines



www.pinterest.com/usmc

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





Questions?



MHO Contact Information

- **Street Address:** 1003 Cottontail Road
Twentynine Palms, CA 92278
- **Phone:** 760-830-6611
- **Website:**
www.29palms.marines.mil/Family-Housing
- **Facebook/Social Media:**
www.facebook.com/thecombatcenter
www.twitter.com/CombatCenterPAO

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- **Facebook/Social Media:**
www.facebook.com/LincolnMilitary
www.twitter.com/LincolnMilitary