



Public Private Venture (PPV) Housing Plain Language Brief (Tenant Welcome & Orientation)



MAGTFTC MCAGCC Twentynine Palms, CA

Military Housing Office

Marine Corps Installations Command (MCICOM)



Table of Contents

Section	Topics
Welcome and Background	Welcome; MHO and PPV Partner Contact Information; MHO Services and Responsibilities; PPV Partner Information
Understanding Your Lease	Understanding Your Lease; Fees and Payments; Tenant Responsibilities
Moving In	What to Expect: Move-In and Move-Out; Renters' Insurance Overview; Tips for Renters' Insurance, Resident Energy Conservation Program
Home Maintenance	Maintaining Your Home; Window Safety Tips; Maintenance Issues; Types of Service Calls
Your Rights as a Tenant	Tenant Bill of Rights; Dispute Resolution Process Overview; Informal and Formal Dispute Resolution Processes; Dispute Resolution Process Issues
Additional Contact Information	Social Media and Website Links

Welcome!

The Military Housing Office (MHO) welcomes you to MCAGTFTC/MCAGCC where the Military Family Housing Division is committed to you, our customers, in assisting you with your housing needs. We commit ourselves to the highest level of customer service and strive to exceed your expectations of us. We base our organization on integrity; service and innovation that allows us to better serve the military's finest and their families.



- This brief is an introduction to your MHO and PPV Partner and includes your rights and responsibilities as a tenant
- **Liberty Military Housing** 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 and serve as your housing advocate
- Your PPV Partner now requires you to obtain renters' insurance as a condition of your occupancy. Renters' insurance helps protect you and your belongings. Additional information on renters' insurance is found within this brief and is available from your MHO

Contact Information

MHO Contact Information	PPV Partner Contact Information
<ul style="list-style-type: none">• Street Address: Bldg. 1455 4th Street Twentynine Palms, CA 92278	<ul style="list-style-type: none">• Street Address: 1003 Cottontail Road Twentynine Palms, CA 92278
<ul style="list-style-type: none">• Phone: 760-830-6611	<ul style="list-style-type: none">• Phone:760-368-4500
<ul style="list-style-type: none">• Website: https://www.29palms.marines.mil/Staff-Offices/G-4-Installation-Support-Directorate/Family-Housing/	<ul style="list-style-type: none">• Website: www.LMHLive.com
<ul style="list-style-type: none">• Facebook/Social Media: www.facebook.com/thecombatcenter	<ul style="list-style-type: none">• Facebook/Social Media: www.facebook.com/LibertyMilitary
<ul style="list-style-type: none">• Email: SMBPLMSG-4MILITARYHOUSINGOFFICE@usmc.mil	<ul style="list-style-type: none">• Email: www.LMHLive.com/contact-us

MHO Services and Responsibilities

Installation Commander:
MajGen Mark H. Clingan

Installation Housing Director:
Ms. Jeannie Drayton

The MHO is here to assist you with:



Advocacy on your behalf with the PPV Partner



Applications for service members seeking referrals to live in family housing



Home referral services for off-base housing



Fair Housing Act concerns or complaints



Assistance during move-in, move-out, and other inspections performed by PPV Partner at resident's request



MHO contact for next duty station



Housing questions and concerns



Assistance in the dispute resolution process

Liberty Military Housing at 29 Palms

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

Liberty 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.



PPV Partner

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

Understanding Your Lease

Tenants must accept and sign the PPV lease with DoD approved language. The lease includes tenant's rights and responsibilities.

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** –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
- **Addendum 8** –Construction and Relocation Rider
- **Addendum 9**–Mold and Mildew Disclosure
- **Addendum 10** –Ordinance Disclosure
- **Addendum 11** –Surrounding Land Use Disclosure
- **Addendum 12** –Proposition 65 Disclosure
- **Addendum 13** –Asbestos Disclosure

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:

- **Fee 1** – Carpet Clean- \$175.00+
- **Fee 2** – House Clean- \$150.00+
- **Fee 3** – Trash Charges- \$80.00+
- **Fee 4** – *Other fees -inquire within your District Office.

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

Tenant Responsibilities

Per your lease, 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



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



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



Do not engage in any inappropriate, unauthorized, or criminal activity in the housing unit or common areas



You are responsible for your animals at all times. Residents are responsible for all animal damage to their home or common spaces



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



Read and follow all local policy, to include those on personal protection/safety and security/firearms; insurance; facility use and services; visitors and guests; parking; additional local policies



Renters insurance is a responsibility of the resident, and is strongly encouraged to protect your belongings and prevent financial hardships



Maintain standard upkeep of the housing unit as instructed by the PPV housing management office and MHO



Residents are responsible for keeping their home clean and in good order

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

Liberty Military Housing 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 **Liberty Military Housing**
- ✓ Returns the home in good condition

Liberty Military Housing 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

As a condition for occupancy, your PPV Partner will require you to purchase renters' insurance. If you are unable to provide documentation, the Partner reserves the right to penalize you through additional charges

Renters' Insurance is **NOT** part of the rent you pay to the PPV Partner and does not come out of your BAH

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



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 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

Resident Energy Conservation Program (RECP)

*RECP is a PPV Housing Program that promotes energy conservation through personal awareness and responsibility. The program was suspended in February 2020 to address tenant concerns. All services are working with DoD to improve RECP. **Liberty Military Housing** pending decision to implement RECP at MAGTFTC/MCAGCC.*



How the Program Works

- Each home is metered for utilities in the program to encourage conservation and tenants receive a monthly statement to inform them of their usage.
- BAH/rent includes an amount for utilities
- Average utilities usage is determined by house type
- Tenants that use more receive a bill for the amount over “average” usage, and if they use less they receive a credit for the amount conserved

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



- 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
- 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
- Pay close attention to furniture, or anything children can climb near open windows
- Keep corded blinds as short as possible to keep them out of the hands of small children



*PPV Partners and MHOs are currently working towards installing safety measures to windows with sill heights of **24 inches or lower** in homes. **Windows with sill heights higher than 24 inches may not have secondary safety devices***

Maintenance Issues

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: 888-578-4141
- For an urgent maintenance, call: 888-578-4141
- For routine maintenance, call: 888-578-4141
- Maintenance Number: 888-578-4141
- Web Portal: www.LMHLive.Com
- Download the App: Liberty At Your Service

Submitting and Tracking Work Orders

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

1. Liberty 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. Liberty Military Housing Maintenance Portal:
www.LMHLive.Com

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

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

Contact your PPV Partner if you have concerns on maintenance, work orders, repairs, or services

Types of Service Calls

Type of Service Call	Description	Examples	Response Time
Emergency	<ul style="list-style-type: none"> • Critical safety, life threatening issues • Resident with a medical requirement for stable temp levels 	<ul style="list-style-type: none"> • Gas leaks • Fire • Power outage • Sewage back-up • Flood • No toilet available for use • Refrigerator inoperable 	<ul style="list-style-type: none"> • 30-minute initial response • 1 day to complete emergency work • Available 24/7/365
Urgent	<ul style="list-style-type: none"> • Habitability issues 	<ul style="list-style-type: none"> • Broken window • Garage door inoperable • Kitchen sink back-up • Lights flickering or non-working light-fixtures • Presence of mold/mildew 	<ul style="list-style-type: none"> • 4-hour initial response • 1 business day to complete work
Routine	<ul style="list-style-type: none"> • Convenience • Unit care issues 	<ul style="list-style-type: none"> • Single burner inoperable • Repair screens • Light bulb replacement 	<ul style="list-style-type: none"> • 1 working day initial response • 1 business day to complete work

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 written lease with clearly defined rental terms



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



Management services that meet or exceed industry standards



Standardized documents, forms, and processes



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 an electronic work order system



Consistently honest, accurate, straightforward, and responsive communications



Sufficient time and opportunity to prepare and be present for move-in and move-out inspections



Right to withhold rent until disputes are resolved



Access to a dispute resolution process for housing issues



A plain-language briefing by the installation housing office on all rights and responsibilities before signing a lease and 30 days after move-in



Working fixtures, appliances, and utilities



Right to forgo non-refundable fees



Access to a Military Tenant Advocate or a military legal assistance attorney



Prompt and professional maintenance and repair



Reasonable advance notice of any entrance to the home



Advice from military legal assistance on resolving disputes



Access to seven years of maintenance history

Dispute Resolution Process Overview

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. Your MHO serves as your advocate throughout the informal and formal DRP

You can initiate the DRP to address lease and property issues such as:



The DRP has two components: an informal and formal process.

Informal DRP

The informal DRP is a process in which you work directly with the PPV Property Manager to resolve your dispute. The PPV PM has the opportunity to address your concerns at all management levels.

Formal DRP

The formal DRP is a standardized, objective process that allows for independent investigation to settle the dispute. The full process takes 30-60 days.

Informal Dispute Resolution Process

The Dispute Resolution Process starts with an informal process of communication between you and the PPV Property Manager (PPV PM). The informal DRP is the first step you should take to resolve your lease and property concerns



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



Elevate to the PPV Regional Manager if the action taken is unsatisfactory








If the PPV PM 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 the Request Form for DRP, initiating the Formal Dispute Resolution Process

Formal Dispute Resolution Process

You **must** first attempt to resolve your issue through the informal DRP before you can initiate the formal DRP

- **1. Complete the Request Form**
Complete the Request Form and submit it to the MHO, who will validate the form
- **2. Participate in the Inspection**
If your issue is an unresolved property concern, the MHO will schedule an inspection with you and your PPV Partner
- **3. Cooperate with the Investigation**
The Independent Investigator will review all records and conduct interviews as necessary
- **4. Recommended Action Issued**
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

Completing the Request Form

You can obtain the Request Form from your MHO. You must fill out the form in its entirety. The MHO will determine your eligibility

Request Form for Dispute Resolution Process

Directions: You must complete this form in its entirety to initiate the Formal Dispute Resolution Process. Submit this form to your local Military Housing Office (MHO) and reach out for any additional information. Your local MHO will contact you within two business days regarding their decision and next steps.

1. Tenant Name (Rank, Last, First): _____

2. Premise Address (Street, City, State, Zip): _____

3. Tenant Contact Information:

a. Phone # (Home/Cell): _____

b. Email: _____

4. Owner Company Name: _____

5. Owner Contact Information:

a. POC Name (Last, First): _____

b. Phone # (Home/Cell): _____

c. Email: _____

6. Statement describing the dispute and prior efforts to resolve it (including supporting documentation):

7. Rent Segregation Request: Tenant hereby requests segregation of Tenant's future Rent payment as of the date set forth below.

Tenant requests full Rent segregation in the amount of \$ _____ per month

OR

Tenant requests partial Rent segregation in the amount of \$ _____ per month.

8. Name and signature of Tenant confirming they have sought resolution through, and completed, the informal resolution process procedures: set forth in Section 9 of the Lease agreement.

Name: _____ Date: _____

Signature: _____

To explore the DRP further, please visit the Marine Corps MHO Website (<https://bit.ly/3n2zyGe>)

Connect with Marine Corps Housing



<https://www.29palms.marines.mil/Staff-Offices/G-4-Installation-Support-Directorate/Family-Housing/>



For information on Marine Corps Housing policies, visit:
<https://bit.ly/3n2zyGe>