Annex F to OPORD 20-xxx – Plain Language Brief

Installation Housing Office Plain Language Briefing

USAG Ft Sill

As of 20 April 2020

Welcome to the Garrison Housing Office

- The Fort Sill Housing staff are employed by the Army to assist Service Members and their Families with housing matters and advocate on their behalf with community partners/agencies both on and off the installation
- The Housing Service Office (HSO) provides referral services and tenant/landlord dispute services
- The Installation Housing Office provides oversight of the privatized company managing on post housing and provides tenant/landlord dispute services
- The garrison Housing Manager manages the Installation Housing Office and reports directly to the Director, Public Works and Garrison leadership

Garrison Leadership
Garrison Commander: COL Rhett A. Taylor
Garrison Command Sergeants Major: CSM Russell R. Blackwell
Garrison Deputy Garrison Commander/Manager: Mr. Audy R. Snodgrass
Garrison Housing Manager: Mrs. Patrician (Pat) A. Wilkinson

Privatized Housing Contacts

- Corvias, sometimes referred to as the Residential Communities Initiative (RCI) Company, is the privatized company that owns and manages the family housing on this installation
- Corvias is the private partner and managing member of Sill Communities, LLC
- Corvias is the property management company that manages the day to day operations of the privatized housing to include ensuring prompt and professional maintenance and repair, property concerns, and rent/billing issues. This is your landlord for privatized housing

Corvias Contacts:

Operations Supervisor: Amber McNeil

Resident Manager: Christopher Escobedo

Facilities Director: Mike Talk

Leasing Manager: Racheal Kuhlman

Privatized Housing - Tenant Bill of Rights

Military Housing Privatization Initiative Tenant Bill of Rights

The Department of Defense is fully committed to ensuring our Nation's most valued resource—its military service members and their families—have access to safe, quality, and well-maintained homes and communities on DoD installations.

The National Defense Authorization Act for Fiscal Year 2020 set out eighteen rights of military service members and their families (Tenants) residing in privatized housing. The Department of Defense commits to ensuring that privatized housing Tenants receive quality housing and fair treatment from the Military Housing Privatization Initiative project owners (MHPI companies) that operate and maintain privatized housing.

It is paramount that residents receive the full benefit of each right. The Department of Defense, through each of its Military Departments, will work diligently and expeditiously to develop the processes and procedures needed to implement these rights and make Tenants aware of them. However, many of the rights set forth by Congress pertain to legal matters that do not lend themselves to unilateral action by the Department. To the extent it is not already the case, the Military Departments commit to working with the MHPI companies to incorporate these rights and procedures into appropriate project legal documents. In some cases, more work is required before the benefits of these rights are fully available to tenants.

The Department commits to providing the full benefit of the following 15 rights by May 1, 2020.

1. The right to reside in a housing unit and a community that meets applicable health and environmental standards.
2. The right to reside in a housing unit that has working fixtures, appliances, and utilities and to reside in a community with well-maintained common areas and amenity spaces.
3. The right to a written lease with clearly defined rental terms to establish tenancy in a housing unit, including any addendums and other regulations imposed by the Landlord regarding occupancy of the housing unit and use of common areas.
4. The right to a plain-language briefing, before signing a lease and 30 days after move-in, by the installation housing office on all rights and responsibilities associated with tenancy of the housing unit, including information regarding the existence of any additional fees authorized by the lease, any utilities payments, the procedures for submitting and tracking work orders, the identity of the military tenant advocate, and the dispute resolution process.
5. The right to have sufficient time and opportunity to prepare and be present for move-in and move-out inspections, including an opportunity to obtain and complete necessary paperwork.
6. The right to report inadequate housing standards or deficits in habitability of the housing unit to the Landlord, the chain of command, and housing management office without fear of reprisal or retaliation, including reprisal or retaliation in the following forms: (A) unlawful recovery of, or attempt to recover, possession of the housing unit; (B) unlawfully increasing the rent, decreasing services, or increasing the obligations of a Tenant; (C) interference with a Tenant's right to privacy; (D) harassment of a Tenant; (E) refusal to honor the terms of the lease; or (F) interference with the career of a Tenant.
7. The right of access to a Military Tenant Advocate or a military legal assistance attorney, through the housing management office of the installation of the Department at which the housing unit is located to assist in the preparation of requests to initiate dispute resolution.
8. The right to receive property management services provided by a Landlord that meet or exceed industry standards and that are performed by professionally and appropriately trained, responsive and courteous customer service and maintenance staff.
9. The right to have multiple, convenient methods to communicate directly with the Landlord maintenance staff, and to receive consistently honest, accurate, straightforward, and responsive communications.
10. The right to have access to an electronic work order system through which a Tenant may request maintenance or repairs of a housing unit and track the progress of the work.
11. With respect to maintenance and repairs to a housing unit, the right to the following: (A) prompt and professional maintenance and repair; (B) to be informed of the required time frame for maintenance or repairs when a maintenance request is submitted; and (C) in the case of maintenance or repairs necessary to ensure habitability of a housing unit, to prompt relocation into suitable lodging or other housing at no cost to the Tenant until the maintenance or repairs are completed.
12. The right to receive advice from military legal assistance on procedures involving mechanisms for resolving disputes with the property management company or property manager to include mediation, arbitration, and filing claims against a Landlord.
13. The right to have reasonable, advance notice of any entrance by a Landlord, installation housing staff, or chain of command into the housing unit, except in the case of an emergency or abandonment of the housing unit.
14. The right to not pay non-refundable fees or have application of rent credits arbitrarily held.
15. The right to expect common documents, forms, and processes for housing units will be the same for all installations of the Department, to the maximum extent applicable without violating local, State, and Federal regulations.

With respect to the remaining three rights—access to maintenance history, process for dispute resolution, and withholding of rent until disputes are resolved—the Department will continue to work with the MHPI companies and, as necessary, Congress to ensure the benefits of these rights are fully available. While the Department develops standardized, formal processes for these rights, service members and their families will be able to leverage the support available from their respective Military Departments to address and resolve relevant housing issues. Tenants seeking assistance should continue to engage their housing office, installation leadership, or chain of command.

Mark T. Esper
Secretary of Defense

Ryan D. McCarthy
Secretary of the Army

Thomas B. Modly
Acting Secretary of the Navy

Barbara M. Barrett
Secretary of the Air Force

** Copy is available upon request*

Privatized Housing - Tenant Bill of Rights

The Military Housing Privatization Initiative ***Tenant Bill of Rights*** requires the Garrison Housing Office provide a plain language brief to all residents of privatized housing prior to lease signing and again 30 days after move-in on all rights and responsibilities associated with tenancy of the housing unit

- You have the right to reside in a housing unit and a community that meets applicable health and environmental standards. (Right 1)
- You have the right to reside in a housing unit that has working fixtures, appliances, and utilities and to reside in a community with well-maintained common areas and amenity space. (Right 2)
- You have the right to a written lease with clearly defined rental terms to establish tenancy in a housing unit, including any addendums and other regulations imposed by the Landlord regarding occupancy of the housing unit and use of common areas. (Right 3)
- The right to a plain-language briefing, before signing a lease and 30 days after move-in, by the installation housing office on all rights and responsibilities associated with tenancy of the housing unit (Right 4)
- You have the right to have sufficient time and opportunity to prepare and be present for move-in and move-out inspections, including an opportunity to obtain and complete necessary paperwork. (Right 5)

Privatized Housing - Tenant Bill of Rights

- You have the right to report inadequate housing standards or deficits in habitability of the housing unit to the Landlord, the chain of command, and Installation housing office without fear of reprisal or realization, including (A) unlawful recovery of, or attempt to recover, possession of the housing unit; (B) unlawfully increasing the rent, decreasing services, or increasing the obligations of a tenant; (C) interference with a tenant's right to privacy; (D) harassment of a tenant; (E) refusal to honor the terms of the lease; (F) interference with the career of the tenant (Right 6)
- You have the right to access to a Military Tenant Advocate or a military legal assistance attorney, through the Installation housing office to assist in the preparation of requests to initiate dispute resolution (Right 7)
- The right to receive property management services provided by the Landlord that meet or exceed industry standards and that are performed by professionally and appropriately trained responsive and courteous customer service and maintenance staff. (Right 8)
    - The Fort Sill Installation Housing Office serves as your Military Tenant Advocate.
    - Mrs. Patrician (Pat) A. Wilkinson, 580-442-3633/580-917-4442 or patrician.a.Wilkinson.civ@mail.mil

Privatized Housing - Tenant Bill of Rights

- You have the right to receive advice from military legal assistance on procedures involving mechanisms for resolving disputes with the property management company or property manager in include mediation, arbitration, and filing claims against the Landlord. (Right 12)
  - SJA Office POC: Ms. Courtney R. Fleck, 580-919-6348
- You have the right to have multiple, convenient methods to communicate directly with the privatized Landlord maintenance staff, and to receive consistent, honest, accurate, straightforward and responsive communications. (Right 9)
- You have the right to have access to an electronic work order system through which a tenant may request maintenance or repairs of a housing unit and track the progress of the work. (Right 10)
  - Corvias
  - Maintenance Hotline: 844-947-4412
  - Self-Help Center: 5446 Greble Road
  - Website: sill.corviaspm.com
  - Maintenance Application: Entrata for Corvias team, Resident Portal for residents

Privatized Housing - Tenant Bill of Rights

- You have the right to the following: (A) prompt and professional maintenance and repair; (B) to be informed of the required time frame for maintenance and repairs when a maintenance request is submitted; and (C) in the case of maintenance or repairs necessary to ensure habitability of a housing unit, to prompt relocation into suitable lodging or other housing at no cost to the tenant until the maintenance or repairs are completed. (Right 11)

- <u>Displaced Resident Policies</u>
  - ASAIE&E Memorandum, SAIE, Feb 14, 2020, Army Residential Communities Initiative Company Minimum Standard Resident Displacement Guidelines
  - ASAIE&E Memorandum, SAIE, Jan 23, 2020, Subject: Procedures for Approving Privatized Housing Habitability after Remediation, Mitigation, Stabilization and abatement
  - IMCOM Memorandum, Headquarters Installation Management Command, IMPW-H, JAN 31 2020, subject: Procedures for Certifying Housing Habitability for Army Family Housing, Leased Housing, Unaccompanied Housing and Privatized Homes
  - IMCOM Memorandum, Headquarters Installation Management Command, IMPW-H, MAR 11 2020, subject: Command Guidance Army Residential Communities Initiative (RCI) Company Minimum Standard Resident Displacement Guidelines
  - ASA IE&E Memorandum.
    - "Housing Maintenance Quality Assurance and Environmental Hazard Oversight Program" provides
    - clear standards and details of required oversight of Army housing maintenance

** Copy is available upon request*

Privatized Housing - Tenant Bill of Rights

- All work orders are tracked in Entrata. Residents can track their work order utilizing the Resident portal. WOs can be submitted by call-in, walk-in, on-line, or in Entrata. L/H/S are scheduled and evaluated within four hours of WO submission, and routine can take up to 10 business days.

Work order or maintenance ticket to be closed only once the tenant and Installation Housing Office signs off

- The right to have reasonable advance notice of any entrance by the Landlord, Installation housing staff, or chain of command into the housing unit, expect in the case of an emergency or abandonment of the housing unit. (Right 13)
  - Contact the resident and request an available to enter the home.
- The right to not pay non-refundable fees or have application of rent credits arbitrarily withheld. (Right 14)
  - Currently, we are not collecting any refundable or non-refundable fees or deposits that would be required of a tenant
- The right to expect common documents, forms, and processes for housing units will be the same for all Army Installations, to the maximum extent applicable without violating local, state, or federal regulations. (Right 15) None known at this time.

Privatized Housing – Tenant Responsibilities

Military Housing Privatization Initiative

Tenant Responsibilities

This document highlights important responsibilities of Military Service Members and their families (Tenants) residing in Privatized Housing.

1. **Prompt Reporting.** The responsibility to report in a timely manner any apparent environmental, safety, or health hazards of the home to the Landlord and any defective, broken, damaged, or malfunctioning building systems, fixtures, appliances, or other parts of the home, the common areas, or related facilities.
2. **Care for the Home.** The responsibility to maintain standard upkeep of the home as instructed by the housing management office.
3. **Personal Conduct.** The responsibility to 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, including the responsibility not to engage in any inappropriate, unauthorized, or criminal activity in the home or common areas.
4. **Access by Landlord.** The responsibility to 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.
5. **Rules and Guidelines.** The responsibility to read all lease-related materials provided by the Landlord and to comply with the terms of the lease agreement, lease addenda, and any associated rules and guidelines.

**** Copy is available upon request***

Privatized Housing – Tenant Responsibilities

- The Military Housing Privatization Initiative Tenant Bill of Rights highlights 5 important responsibilities for Service Members and their Families while they reside in privatized family housing.
  1. The responsibility to report in a timely manner any apparent environmental, safety, or health hazards of the home to the Landlord and any defective, broken, damaged, or malfunctioning building systems, fixtures, appliances, or other parts of the home, the common areas, or related facilities.

     Residents are required to submit work orders in a timely manner.
  2. The responsibility to maintain standard upkeep of the home as instructed by the housing management office.
     - Trash pickup is every Tuesday this includes bulk trash as well
     - Recycle pickup is every Thursday
     - Contact Corvias for disposal of hazardous materials

Privatized Housing – Tenant Responsibilities

3. The responsibility to 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, including the responsibility not to engage in any inappropriate, unauthorized, or criminal activity in the home or common areas.
   - {Describe the process for any issues/concerns about neighbor actions, i.e. children's toys, inappropriate behaviors at parties/gatherings, guest parking issues, or quiet hours identified by an affected resident: Residents are encouraged to talk with their neighbors to resolve all issues when possible. Otherwise, residents should contact the Corvias Community Manager.
   - {Refer to Property Management Resident Handbook and provide access information and online link if available: The Resident Responsibility Guide (RRG) is available through the Entrata Resident Portal at sill.corvias.pm.com.
4. The responsibility to allow the Landlord reasonable access to the rental home in accordance with the terms of the tenant lease agreement to all the Landlord to make necessary repairs in a timely manner. Permission to enter from resident allows work.
5. The responsibility to read all lease-related materials provided by the Landlord and to comply with the terms of the lease agreement, lease addenda, and any associated rules and guidelines.

Garrison Housing Services Office (HSO)

The goal of the HSO is to implement and maintain a high quality worldwide resource for relocation services that is innovative, comprehensive, and the first choice of information and support when Soldiers and families relocate.

- Non-discriminatory listings of adequate and affordable rental and for-sale housing
- Counseling/referral on eligible installation services (i.e. legal, education, Exceptional Family Member Program)
- Preliminary inquiries to validate housing discrimination complaints
- Liaison with community and government officials / organizations (on and off post)
- Housing data exchange with other DoD housing offices
- Liaisons with Army Community Services in support of the Housing Relocation Assistance Program
- Housing market area data for use in developing market analyses Rental negotiations and lease review

Housing HSO Services Office

Garrison Housing Services Office (HSO)

- One-Stop, Full Service from Arrival to Departure for the Following:
  - Home buying counseling
  - Landlord-tenant dispute resolution
  - Basic Allowance for Housing (BAH) data submission
  - Property inspections
    - ❑ NEW---Per FY20 NDAA: If tenant is not available for pre-assignment walkthrough inspection, Housing Office must attend on tenant's behalf
    - ❑ NEW---Per FY20 NDAA: The Housing Manager shall initiate contact with resident 15 day and 60 days after move in regarding the satisfaction of the resident.
  - Administrative assistance with utility company fees/deposits, connections, and billings
  - Informational briefings (in- and out-processing, entitlements),community outreach

Furniture Safety & Additional Information

- Tenants are permitted to anchor any furniture, television, or large appliance to the wall of the unit for purposes of preventing such item from tipping over without incurring a penalty or obligation to repair the wall upon vacating the unit if the Landlord does not anchor the furniture for the tenant.
- Residents can call Corvias for assistance, and they will have a maintenance technician assist them.
- Our Mission is to provide government oversight, while partnering with Corvias; ensuring that our Military Families are housed in a safe and healthy home.
- Sill Communities, LLC has several parks, playgrounds, one spray park, and two swimming pools. Corvias communicates hours and days of operations of pools, and spray park through e-blasts, newsletters, and posting of the schedules

End of Brief