



**MILITARY HOUSING OFFICE**  
**Joint Base Pearl Harbor-Hickam**  
**Public Private Venture (PPV) Housing Referral & Brief**  
**Target Tenants/Active Duty**

NAME: \_\_\_\_\_ RANK: \_\_\_\_\_

LAST

FIRST

M.I.

DOD ID#: \_\_\_\_\_ BRANCH OF SERVICE: \_\_\_\_\_

DUTY STATION: \_\_\_\_\_

DUTY PHONE: \_\_\_\_\_ CELLPHONE: \_\_\_\_\_

SERVICE MEMBER ARRIVAL DATE: \_\_\_\_\_ FAMILY ARRIVAL DATE: \_\_\_\_\_

TLA HOTEL/LODGING & CONTACT # \_\_\_\_\_

PERSONAL EMAIL ADDRESS: \_\_\_\_\_

PLEASE COMPLETE BELOW SPOUSE INFORMATION, if applicable:

Dual Military? \_\_\_\_ Yes \_\_\_\_ No

NAME: \_\_\_\_\_ RANK: \_\_\_\_\_

LAST

FIRST

M.I.

DOD ID#: \_\_\_\_\_ BRANCH OF SERVICE: \_\_\_\_\_

DUTY STATION: \_\_\_\_\_

DUTY PHONE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_

PLEASE LIST NAMES, AGE & RELATION OF OCCUPANTS RESIDING IN THE HOME:

\*Note: Only the names listed on the lines below will be eligible to be listed as occupants on the lease. If changes are needed, please see the Military Housing Office to add or remove occupants.

_____	_____
_____	_____
_____	_____
_____	_____

I certify that all information provided as part of this application is true and correct to the best of my knowledge and give permission for MHO to share the PII on this referral form with the Hickam Communities (PPV Partner):

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**MILITARY HOUSING OFFICE VERIFICATION OF APPLICATION – Do not fill out**

\_\_\_\_ Key and Essential  
\_\_\_\_ Active Duty – Air Force  
\_\_\_\_ Active Duty – All other branches JBPHH  
\_\_\_\_ Active Duty – Unaccompanied Oahu

\_\_\_\_ Active Duty – All other branches Oahu  
\_\_\_\_ Active Duty – Guard and Reserve (assigned)

\_\_\_\_\_  
MHO COUNSELOR'S SIGNATURE

\_\_\_\_\_  
DATE



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**Joint Base Pearl Harbor-Hickam**  
**Public Private Venture (PPV) Housing Referral & Brief**  
**Target Tenants/Active Duty**

**MILITARY HOUSING OFFICE VERIFICATION OF APPLICATION – Do not fill out**

Documents Verified (mark all applicable):

- ☐ CAC and PCS Orders and Amendments, if any (All Branches of Service)  
☐ Form DA31 for Army personnel - Leave form  
☐ Page 2 (Navy personnel if traveling with dependents and PCS orders stamp with reporting date)  
☐ SURF (Unaccompanied Air Force Personnel: E4 over 3 years)  
☐ SF02 and E-mail from Admin Office (Unaccompanied Navy: E5 and below)  
☐ Current Leave Earnings Statement (LES)  
☐ Other: \_\_\_\_\_

COMMENTS:

\_\_\_\_\_  
\_\_\_\_\_

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**Please initial next to each item acknowledging understanding and receipt of the Military Housing Office Brief:**

\_\_\_\_\_ UTILITY ALLOWANCE PROGRAM (UAP): I have been provided the Air Force Utility Allowance Program (UAP) information that details how the utilities are covered for the Hickam Communities PPV Housing. Residents pay for monthly electricity usage that is above what is considered normal usage for similar homes all combined in one Profile Group. Residents can also receive credits when their monthly usage is below normal usage. Know Load Visits are also available at the resident's request. For FAQ's on the UAP, see attached FAQ document.

\_\_\_\_\_ ISSUE RESOLUTION: Your first point of contact should always be your Property Manager or owner of your home. Residents of HC should contact and work with your respective Community Center. The Air Force maintains a partnership with HC; if you require assistance with an issue that isn't resolved or you have a concern about a policy/procedure that seems inaccurate, please reach out to the Military Housing Office at 808-312-0199 or 808-590-1402. If you are still unable to get resolution the Air Force has a hotline phone number that goes directly to AFCEC 1-800-482-6431. See Issue Resolution Process attachment.

\_\_\_\_\_ SEX OFFENDER POLICY: All PPV applicants must complete the Sex Offender Policy Acknowledgement and Disclosure Form and disclose if any resident is listed on the referral is a sex offender and is registered, or required to register, on the National Sex Offender Public website. An applicant's failure to disclose required information will result in denial of housing application and/or eviction from housing at member's expense (see form attached)

\_\_\_\_\_ PPV RESIDENT PORTAL: If choosing to reside in PPV Housing, an online portal is encouraged to be utilized. Residents have the ability to submit online payments, check status of payments, review payment history and submit routine maintenance work orders, etc. Emergency and urgent work orders are unable to be submitted online and need to be phoned in to the maintenance customer service line.

\_\_\_\_\_ RESIDENT COUNCIL: The PPV partner and government have partnered to establish a forum for military member and their families residing in PPV housing to discuss health and safety concerns, identify required improvements, present solutions for problems, and establish positive interaction between residents, military leadership, MHOs and project owners. Must be a resident of Hickam Communities to apply for board membership.

\_\_\_\_\_ RESIDENT SATISFACT SURVEYS: Upon completion of any maintenance work request performed in PPV homes. Hickam Communities provides residents with a SatisFACTS survey to provide feedback about their maintenance service experience. These surveys are monitored closely by the Military Housing Office to ensure satisfaction with Hickam Communities.

\_\_\_\_\_ ADDITIONAL RESIDENTS TO LEASE/HOUSE GUESTS: I acknowledge that the premises is a single-family dwelling and will be used for occupancy by one-family only. Dependents are defined as spouse and unmarried children under the age of 21 and up to 23 if enrolled in an accredited college. Any additional persons that I am requesting to be on the lease and live in my home must be approved by the Military Housing Office and added to this referral document. Houseguests are permitted; however houseguest over 30 days require an approved Exception to Policy by the Deputy Joint Base Commander. Referencing procedures identified in MHO SOPs, Obtaining Base Access/DBIDS Card for HC Residents. I understand that I am responsible for the actions of my occupants and the guests in my home to comply with the base standards of conduct and regulations.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

# SEX OFFENDER POLICY ACKNOWLEDGEMENT & DISCLOSURE

## PRIVACY ACT STATEMENT

**Authority:** 10 U.S.C. § 5013, 10 U.S.C. § 5041, 10 U.S.C. § 2831, DoD 4165.63-M and E.O. 9397.

**Principle Purposes:** To determine an individual's eligibility for Navy housing; including privatized housing.

**Routine Uses:** Used by region and installation housing office personnel to determine eligibility for Navy housing and by private partners who operate privatized Navy housing for management and operational purposes.

**Disclosure:** Voluntary; however, failure to provide the requested information may impact eligibility for Navy housing, including privatized housing.

**POLICY STATEMENT:** In accordance with OPNAVINST 1752.3, to the maximum extent permitted by law or otherwise waived by Commander, Navy Installations Command or the Chief of Naval Personnel (CNP), sex offenders are to be identified & prohibited from accessing Navy facilities and occupying Navy owned, leased, or PPV housing.

Sex Offender Definition: Any person convicted of a criminal offense requiring registration per the National Guidelines for Sex Offender Registration and Notification Act (SORNA) (42 U.S.C. §§ 16901-16962).

## NOTICE OF REQUIREMENT TO DISCLOSE

	INITIAL
1. Military sponsors requesting assignment to Navy owned, leased or privatized housing are required to sign this acknowledgment and disclosure form.	
2. Occupancy of Navy owned, leased or privatized housing will not be approved for otherwise eligible applicants if the applicant, any authorized dependent, or live-in aide residing in the home is a sex offender.	
3. Anyone discovered to be a sex offender in the application process shall be denied access to Navy owned, leased or privatized housing.	
4. Anyone found to be a sex offender after taking occupancy may lose the privilege of residing in Navy owned, leased or privatized housing, may be barred from the installation, and/or may be evicted. If eviction occurs you may be responsible for all relocation expenses.	
5. The Installation or Region Housing Program Director will immediately forward information regarding identified sex offenders to the Installation N3, N9 and supports SJA/OGC offices, to include a copy of the applicant's DD 1746 and this form. All information will be forwarded to CNIC within two working days.	
6. Anyone found to have falsely certified this Acknowledgment shall be referred for barment or eviction, as appropriate, and may be responsible for relocation expenses.	
7. Denial of an application for assignment to Navy owned, leased or privatized housing under the applicable policy, may be appealed to the Region Commander via the military sponsor's chain of command.	

**CERTIFICATION:** I have read and understand the above policy. By my signature below, I certify that under a penalty of administrative action and/or prosecution for making a false official statement in violation of 18 U.S.C § 1001 and/or the Uniform Code of Military Justice, Article 107, that neither I nor any person living in my household is a registered/convicted sex offender. I understand that I am required to notify the Navy's Housing Office and the Installation Security Office immediately if circumstances change so that this certification is no longer true.

Signature

Date

Print Name

Command

**MHO Move-In Checklist**  
**Joint Base Pearl Harbor-Hickam**

Resident Name \_\_\_\_\_

Cell Phone \_\_\_\_\_

TT or OET \_\_\_\_\_ Move-in Date \_\_\_\_\_

Unit Address \_\_\_\_\_ Neighborhood \_\_\_\_\_

Date unit passed COM Inspection: \_\_\_\_\_

MHO Employee Completing this form: \_\_\_\_\_

**MHO Pre Move-In Briefing**

- \_\_\_\_\_ Introduce MHO team, responsibilities/services and contact information
- \_\_\_\_\_ Resident Advocate role and contact information
- \_\_\_\_\_ Legal Assistance Office role and contact information
- \_\_\_\_\_ Medical concerns and contact information
- \_\_\_\_\_ Provide Tenant Bill of Rights
- \_\_\_\_\_ Review Tenant Responsibilities (including how to report complaints, including health hazards)
- \_\_\_\_\_ Provide Dispute Resolution Trifold
- \_\_\_\_\_ Utility Allowance Program (if applicable)
- \_\_\_\_\_ Review procedures for submitting work orders
- \_\_\_\_\_ Review Lease Terms (Confirm Tenant read standard Lease Materials)
- \_\_\_\_\_ Review information regarding additional fees
- \_\_\_\_\_ Advise to obtain Renters Insurance
- \_\_\_\_\_ Pets
- \_\_\_\_\_ Provide a copy of the EPA Guidance on reducing exposure to lead
- \_\_\_\_\_ Provide a copy of the EPA Guidance on Mold in the home

**Move-in Appointment**

\_\_\_\_\_ MHO attended move-in if requested by the resident

- \_\_\_\_\_ Resident was present at move-in inspection
- \_\_\_\_\_ Confirm Resident is satisfied the home meets their EFMP needs (if applicable)
- \_\_\_\_\_ Resident received move-in package including lease, resident guide, and other pertinent information
- \_\_\_\_\_ Property Condition Report accurately assesses unit condition at move-in
- \_\_\_\_\_ Resident satisfied with move-in process



**Resident Advocate Contact:**

Name: Randy Young

Phone: 808-448-6883

Email:

randy.j.young24.civ@us.navy.mil

**Installation Legal Services Contact:**

Name: 850 Willamette St., Pearl Harbor

Phone: 808-473-1379

Email: prlhlegalassistanceoutreach@navy.mil

I confirm that I have been briefed on the above information and I understand my rights, responsibilities, and the resources available to me during my tenancy in privatized housing. A completed copy of this form was made available to me.

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(Initial - Resident Signature/Date) or electronic acknowledgement can be attached

**Feedback provided by Resident:**

**No Later than 15 Days after move in; resident check (attach email or other documentation of feedback)**

**Feedback provided by Resident:**

## JOINT BASE PEARL HARBOR-HICKAM

Resident Name \_\_\_\_\_

Cell Phone \_\_\_\_\_

TT or OET \_\_\_\_\_ Move-in Date \_\_\_\_\_

Unit Address \_\_\_\_\_ Neighborhood \_\_\_\_\_

Date unit passed COM Inspection: \_\_\_\_\_

MHO Employee Completing this form: \_\_\_\_\_

### 30 Day Post Move-in Brief

\_\_\_\_ Resident received and has no questions on move-in package including lease, resident guide, and other pertinent information, including move-out process

\_\_\_\_ Resident satisfied with move-in process

\_\_\_\_\_  
(Resident Signature/Date) or electronic acknowledgement can be attached

#### Feedback provided by resident:

**No later than 60 Days after move in; resident check (attach email or other documentation of feedback)**

#### Feedback provided by resident:

## **MILITARY HOUSING OFFICE NEW TENANT BRIEF**

A copy of this brief and the checklist will be provided to you so you can consult it in the future should the need arise.

### **Introduce MHO team, responsibilities/services, contact information**

The Military Housing Office (MHO) is the office of primary responsibility for installation housing programs and an advocate on behalf of all military members and families for safe, affordable, and quality housing. We provide local oversight of the privatized housing companies operations on behalf of the Installation Commander and assist in the mediation of complaints by members associated with privatized or community housing. We are the first point of contact for all complaint resolution issues if the project owner is not responsive.

In our oversight role we have inspected the home prior to your lease and will attend the pre-lease walk through with you, if requested. We also conduct quality assurance inspections on the privatized owner's activities to include maintenance and leasing operations. If you have questions, please feel free to contact us.

### ***MHO Contacts Information***

Location: 200 Kokomalei Street, Hickam Field, Bldg. 6500

Phone number: 808-448-312-0199 or 808-590-1402

Email: jbpqh\_mho@us.navy.mil

### **Resident Advocate responsibilities/services and contact information**

Every Air Force Base with privatized housing has a Tenant Advocate. The resident advocate assists military members and their families residing in privatized housing in developing solutions to unresolved problems, concerns, and needs. They will provide consultation on landlord/tenant rights as contained in laws, privatization agreements, DoD and AF regulations when requested and take a proactive approach to ensure the concerns of military members and their families regarding privatized housing are addressed and elevated to the appropriate levels within the chain of command. The Tenant may seek the assistance of the Resident Advocate at any point during the informal dispute resolution process that is described in the Universal Lease.

### ***Resident Advocate Contact Information***

Location: 200 Kokomalei Street, Hickam Field, Bldg. 6500

Phone number: 808-448-6883

Email: randy.j.young24.civ@us.navy.mil

### **Legal Assistance Office role and contact information**

The Legal Assistance Office is also available to provide legal advice on landlord/tenant rights and assist in resolving disputes with the Landlord short of actual litigation. The scope of legal services that can be provided by the Legal Assistance Office is further detailed in AFI 51-304 (Legal Assistance, Notary, Preventive Law, and Tax Programs). In addition, the Tenant always has the option to independently hire private legal counsel to provide legal advice on their dispute with the Landlord.

#### ***Legal Office Contact Information***

Location: 850 Willamette St., Pearl Harbor, HI

Phone number: 808-473-1379

Email: prlhlegalassistanceoutreach@navy.mil

### **Air Force Housing Call Center role and contact information**

In addition to these resources, the Air Force established a housing call center within the Program Management Office to help resolve tenant concerns where local resources have not been able to assist or the tenant feels uncomfortable approaching the local resources.

#### ***Air Force Housing Call Center Contact Information***

Phone number: 1(800) 482-6431

### **Medical concerns and contact information**

If you think you have a health issue related to conditions in housing, alert your MHO so they have awareness and contact your Primary Care Manager (PCM) for evaluation. If you are unsatisfied with the level of support provided by the PCM, you may contact the USAF School of Aerospace Medicine Environmental, Safety, and Occupational Health (ESOH) Service Center at 1-888-232-ESOH (3764). If the PCM confirms you have a mold-related illness and you believe there is an unremediated condition in your home that is aggravating your condition, the MHO can engage Bioenvironmental Engineering to initiate an evaluation of your home and determine appropriate follow-up actions.

#### ***ESOH Call Center Contact Information***

Phone number: 1-888-232-ESOH (3764)

### ***Project Owner Maintenance Contact Information***

Location: Mercury Street

Phone number: 808-423-1650

### **Tenant Bill of Rights**

Providing our military families with quality, safe and healthy homes and communities is a top Air Force priority. We have worked with the privatized owners to establish a Tenant Bill of Rights that formalizes rights you have as a tenant. Please take a moment and read over these rights. Feel free to ask any questions.

### **Tenant Responsibilities**

It is not just the Privatized Owner that has obligations, you as a tenant also have certain obligations and responsibilities as a party to the lease. In addition to paying your rent, you are expected to notify maintenance when anything breaks in the home, keep the home clean, maintain the grounds around your home, keep walkways clear, and abide by pet and noise policies. You shall be charged for all damage to the premises as a result of failure to report a problem in a timely manner. Additionally, you are not permitted to make alterations to the home without written permission from the privatized owner and are expected to pay for any damages to the home that are not fair wear and tear to include any damages caused by your family, guests or pets. As we go through the lease, we will point out those responsibilities in more detail. Additionally, the leasing team for the privatized housing will provide you a resident's guide outlining these responsibilities.

### **Dispute Resolution Resources**

While we always hope your tour will go without any issues with your landlord, disputes do occur. Our role along with others in the housing delivery team is to resolve these disputes quickly at the lowest level without costly litigation. We have provided a Trifold for you that outlines resources to assist in Informal Dispute Resolution. We expect the vast majority of issues to be resolved this way. However, if you are not satisfied with the result, you can obtain a Request Form for Dispute Resolution Process from the MHO to initiate the Formal Dispute Resolution process in accordance with Schedule 3 of the Universal Lease. This process will involve a physical inspection of your home and will ultimately be decided by the Installation Commander and who will direct remedies to the Tenant or Owner as applicable. Tenants must follow the Informal Dispute Resolution Process in order to be eligible for initiating the Formal Dispute Resolution Process.

## **Utility Allowance Program**

The Utility Allowance Program is designed to ensure tenants of privatized housing pay for their actual usage of utilities. The UA is set based on average consumption of homes with similar characteristics. If you use more than the average consumption of your group, you will be required to pay, if you use less, you will receive a refund. The payments or refunds are always based on your actual usage. Due to concerns over the accuracy of the metering, the program was suspended effective Jan 31, 2020. The goal is to relaunch the UA program by December 21, 2021 and more information will be provided at that time.

## **Review procedures for submitting work orders**

As mentioned earlier it is the lessee's responsibility to call in maintenance issues to 808-423-1650 as soon as the problem is evident. Failure to call could result in member's liability for damages. Please read and understand the Permission to Enter (PTE) form that is included in your lease. The form explains the process for the Project Management maintenance team to enter the home to do repairs etc. You can also input work request electronically through the project owner on-line portal. That information can be found in your resident's guide.

## **Military Universal Lease**

Leases can be very confusing. They are legal documents and as such are often full of legalese that you may not understand.

## **Renters Insurance**

We highly advise you to obtain renter's insurance. This insurance is fairly cheap, but important to protect you should any damage occur through negligence such as unattended cooking causing a house fire. Policies also generally cover damage to your possessions from acts of God such as tornado's or hurricanes. While the project owner has insurance to cover repairing the premises, they generally do not cover your possessions or damage caused by tenant negligence. Most policies also provide liability insurance should a guest be injured on the property or your pet causes injury. Some policies even cover pet damage to the premises.

## **Pets**

Pets must be approved by the Project Owner and will require a pet addendum. Some breeds may not be permitted in the housing area. If you obtain a pet after lease signing, you must still notify the landlord of the pet and complete the pet addendum. You are responsible for the conduct of your pets and any damage they cause.

## **Window Fall Prevention**

Window falls can be prevented, make sure residents are aware of the risks of window falls and follow the window fall prevention measures:


Secure windows – keep windows closed and locked when children are present in the room.

Screens keep out bugs, not kids – Fiberglass screens are not designated to be leaned on and cannot support the weight of a child

Keep furniture away – Furniture should not be placed alongside of windows that children can climb and gain access to, even those at high heights.

Monitor children at all times – Kids are curious and constant supervision is required. Do not leave kids unattended, especially in rooms where windows are open.

Window fall prevention devices can be effective, however they should not be relied on as the sole mechanism for preventing falls. Devices that do not account for quick emergency egress should also be avoided. For questions or assistance with fall prevention, please contact the Project Owner team.



Signing up  
is easy and  
takes less than  
a minute!

## SAVE TIME

Sign up for your  
Online Resident  
Portal!

### From your computer or mobile device you can:

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- Submit service requests and view current work order status.
- View your account balance and make payments online at your convenience!\*
- Electronically submit resident forms such as paint or alterations requests, permission to enter, fence requests, etc.
- Update your contact information instantly, and more!

\*no fees for payments made via e-check/ACH



**HICKAM  
COMMUNITIES**



Created by

**lendlease**

Visit [www.hickamcommunities.com](http://www.hickamcommunities.com), select Residents > Resident Portal to get started.  
Contact us if you have any questions or need assistance signing up.





# Understanding Utilities and Solar Energy at Hickam Communities

## UTILITY ALLOWANCE PROGRAM

### What is a Utility Allowance Program (UAP)?

The Office of the Secretary of Defense established a policy to strive for energy efficiency in Public-Private Venture (PPV) housing and to render PPV residents responsible for utility usage. The Department of the Air Force implemented this policy through the Air Force Utility Allowance Program (UAP). This program establishes a monthly utility allowance for groups of “like” homes using actual consumption data for the group. Residents who conserve utilities will be able to keep the difference between the allowance and the actual cost, while those who exceed the allowance would pay out of pocket for excess usage.

### How is my bill calculated under the Air Force’s UAP?

Your home is placed into a group of “like-type” homes reviewed and approved by local Command and the Air Force based upon the following criteria:

- Age
- Square footage (may vary)
- Single or two-story count
- Bedroom count

To calculate the monthly baseline average, each like-type group removes the top and bottom 10% along with any vacant units for the billing period. Then all electrical usage is added together for that group and divided by the number of homes. That number translates into your utility allowance or baseline.

Due to privacy restrictions, Hickam Communities can not disclose occupant information or addresses for your like-type group. However, your monthly statement will show you how your home did in comparison to your profile group. If you have additional questions, please contact Minol’s Resident Customer Care Center at 1-888-636-0493, visit [www.minolusa.com](http://www.minolusa.com) or contact your Community Center for assistance.

### What should I do if I have questions on my billing statements?

Minol issues statements monthly to residents, which are based upon the actual metered use of your home. If you have any questions relative to your statement, please contact Minol’s Resident Customer Care Center at 1-888-636-0493 or online at [www.minolusa.com](http://www.minolusa.com).

### When will I receive my monthly utility statement?

Statements are typically mailed to residents on the 20th of each month from the Minol offices located in Atkinson, Texas. The statement you receive will be based upon the previous month’s electrical usage. You may expect to receive your monthly statement around the 25th of each month. Through Minol’s website, residents can opt-in to receive electronic statements for faster delivery. Please contact the Minol Resident Customer Care Center at 1-888-636-0493 or visit [www.minolusa.com](http://www.minolusa.com) for assistance on setting up this option.

### What happens to my balance at the end of each month if it is less than \$50?

If your balance is under \$50, it carries forward to the next billing cycle. If you are owed a rebate and it is under \$50, then that would carry forward as well. Once a balance exceeds \$50 in any given month, you will be asked to pay the amount, or we will issue a rebate check. Keep this in mind as you review your statements each month. You are also allowed to make a payment of a balance under \$50 if you choose. You may choose to let your Minol credits/rebates accrue on your account for later use. For more information, please contact the Minol Resident Customer Care Center at 1-888-636-0493.

**I live in an older home, which is not as energy efficient as the newer homes located in the Onizuka or Earhart communities. Is this considered in my monthly utility allowance calculation?**

Yes, all homes are grouped based on similarities such as the age of home, single-story vs. two stories, and type of HVAC unit (split system vs. traditional AC). For example, a fourplex three-bedroom home in Officer Field with single-pane windows is not grouped with our LEED-certified single-story three-bedroom homes in Onizuka. By grouping like-type homes together, this accounts for the fairest method of determining usage and billing.

**I have a large family. Does the UAP adjust for this?**

The Air Force's UAP guidance does not account for family size when determining profile groups. Allowance for Utilities is a part of BAH, and unfortunately, it does not change with family size.

**How can I learn about what BAH covers?**

Please visit <http://www.defensetravel.dod.mil/perdiem/BAH-Primer.pdf>

**Who benefits from the cost savings from resident utility conservation?**

Current and future residents of Hickam Communities benefit from energy conservation efforts. All savings realized through reduced energy use are designed to help fund out-year work such as new housing, renovations, community amenities, and other quality of life programs for the entire life of the project. The less HC pays in overall utility costs the more funding available for HC to address project needs.

**What if a member of my family needs specialized medical equipment, how is this added electrical need addressed?**

The Air Force realizes that some families may have medical needs needing the use of specialized medical equipment that may contribute to increased electrical consumption. If this is an issue affecting your family, please contact your Community Center for details on a Reasonable Accommodation and Modification packet (RAM). Complete the forms and return them to the office for review and consideration for an adjustment to your monthly bill.

## **HICKAM COMMUNITIES ELECTRIC RATE ADJUSTMENT**

**What rate do Hickam Communities (HC) residents pay for electric consumption?**

Although NAVFAC recently announced an electrical rate hike from \$0.19/kWh to \$0.32/kWh effective October 1, 2019, the increased rate will not be passed on to HC residents. After weeks of examination and collaboration with AFCEC (Air Force Civil Engineer Center) and local Joint Base Command, HC was successful in stabilizing the rate used for the UAP at \$0.19/kWh through September of 2024. Furthermore, as the Navy rate will fluctuate from month to month based on the HECO (Hawaii Electric Company) rate that HC will pay for overall electrical consumption, the rate passed on to our residents for the UAP will remain at \$0.19/kWh without monthly adjustments.

**How is Hickam Communities able to lower the electrical usage rate for HC residents to \$0.19/kWh?**

Hickam Communities realizes how an increase of 64% in utility rates could burden our residents and cause undue financial stress. As such, in coordination with AFCEC and local Joint Base Command, HC received the support needed to stabilize the electricity rate used for the Air Force's UAP at the previous rate of \$0.19/kWh. HC will pay the Navy the increased \$0.32/kWh rate for electricity but will not pass that rate on through the UAP to our residents.

**What kWh rate can HC residents expect to pay after 2024?**

Over the next five years, HC will work closely with local Command and AFCEC to examine the UAP to determine if a rate change is necessary. However, if there is a rate adjustment, the UAP applied rate will

never be above the HECO rate outside the gate. Furthermore, we are committed to ensuring the rate HC bills our residents will never be above the rate billed to Hickam Communities by the Navy.

#### **Why wasn't this choice offered to HC residents before NAVFAC's electrical rate increase announcement on September 17, 2019?**

Since Hickam Communities received notification about the rate increase, we have been working diligently behind the scenes to understand what/if there is anything we can do to provide relief to our residents from the 64% Navy electricity rate increase. After working closely and gaining the necessary support from the local Command, AFCEC, and our legal counsel, Hickam Communities was able to keep the rate at \$0.19/kWh and stabilize it through 2024.

#### **Will HC continue to pass on the solar savings to residents, further reducing the electrical rate used for the UAP as they did in the past?**

Yes, the blended rate previously passed on to residents between the solar savings and the Navy rate is embedded in the difference between the \$0.19/kWh and the higher Navy rate HC is paying of \$0.32/kWh. Historically the solar savings passed on to residents from the PV systems were a \$0.01 to \$0.015/kWh reduction to the Navy rate monthly. Those solar savings are still passed on and reflected in the rate reduction from \$0.32/kWh to \$0.19/kWh resulting in a much higher reduction of \$0.13/kWh.

## **SOLAR PROGRAM**

#### **How do the Hickam Communities Solar Photovoltaic (PV) Systems work?**

- The PV systems were specifically engineered, so energy from the solar PV panels at Hickam Communities feed directly into the NAVFAC electric grid at a point beyond the home's individual electric meter. They do not provide energy to power the individual homes on which they were installed. (See "Why aren't there solar PV systems on all houses?")
- Since the solar energy being produced goes onto the electric grid past the home's electric meter, it has no effect on individual household energy consumption or billing.
- On average, these PV systems supply 15% of Hickam Communities' overall electricity needs.
- The solar energy produced by these systems in aggregate reduces the amount of higher-priced electricity Hickam Communities purchases through NAVFAC for the entire community.
- The solar energy production varies month to month, depending on the time of year and weather conditions.

#### **Why aren't there solar PV systems on all the homes?**

- Specific homes were selected to receive solar PV systems for a variety of reasons, such as the amount of shade on the roof from surrounding trees, roof orientation to the sun, condition of the home's roof, and historical compliance challenges, etc.
- The total amount of solar installed to date by Hickam Communities is currently the maximum allowed by NAVFAC and HECO for technical reasons related to the overall functionality of the electric grid.
- Hickam Communities is currently working with NAVFAC to potentially install additional PV systems on our homes in the future, but for now, we have installed the maximum amount possible.

#### **What type of solar panels are in our homes?**

##### **Solar Hot Water Panels:**

- Of the 2,485 Hickam Communities homes, 1,491 have solar hot water panels.
- The solar hot water systems have one roof-mounted 3' x 6' panel (approximate size).

- Solar energy produced from these systems is used solely for hot water heating purposes, thereby reducing the energy needed from the electric grid to heat hot water under normal circumstances. The solar hot water systems are not connected to the electric grid like the solar PV systems and are not capable of producing electricity to push back to the grid. The solar hot water panels and PV systems are two separate solar energy systems.
- Since homes with solar hot water panels use less electricity to heat their water, they will never be placed in a "like-type group" with homes that do not have solar hot water panels. This ensures both types of households are fairly assessed and billed.

### **Photovoltaic Panels**

- Hickam Communities has 286 systems on various buildings. On average, these PV systems supply approximately 15% of Hickam Communities' overall electricity needs. Please see [How do the Hickam Communities Solar Photovoltaic \(PV\) Systems work?](#) See above for more details about these systems.

### **My neighbor's home has solar panels on their roof, and my house does not. Do residents with solar panels on their rooftops receive additional benefits for having these?**

No. As noted above, the solar energy being produced by the rooftop solar PV systems goes onto the electric grid past the home's electric meter it has no impact on the energy consumed within the home, the electricity use metered for that home, or any bill received from Minol.

### **How do I know if my PV system is working efficiently?**

- Our solar provider continues to monitor, maintain, repair, and upgrade the systems as needed on an ongoing basis to ensure they are functioning properly.
- Our solar provider team receives automated notifications and alerts periodically through their remote monitoring system and actions those items accordingly with their maintenance team.
- If you suspect a problem with the PV on your home, please notify your Community Center.

### **What should I do if I suspect there are issues with my PV system, meter, or appliances that are not running efficiently?**

Please contact your Community Center with any concerns you may have. Hickam Communities' Utility Manager can conduct an assessment on your home and make a recommendation or facilitate a solution.

### **What is the Tesla PPA rate?**

Our contractual agreement with Tesla precludes us from making that information public. However, what is important to know is that the partnership between Tesla and Hickam Communities enables HC to realize an overall electrical cost-saving, which translates to added funding to address other project needs.

## **HOW CAN I REDUCE MY MONTHLY USAGE?**

### **Air Conditioners**

- Keep the filter clean. Changing filters at least monthly will help your air conditioner run most efficiently
- Make sure air intake registers are unobstructed
- Set thermostats as high as you comfortably can
- On cooler, breezy days open windows and let the tradewinds cool your home
- Never run an air conditioner with windows and doors open
- If your home has a programmable thermostat, set it higher (78-80 degrees) when you leave the house, and lower when at home. Use manually adjusted thermostats the same way.

### Water Heaters

If your home has solar hot water panels, make sure your timers are set correctly. Hickam Communities is happy to help you. If you have any questions, call our Maintenance Office at 423-1650 to schedule an appointment.

### Small Appliances

Slay energy vampires by unplugging small appliances when not in use. Examples include, but are not limited to:

- Blow dryers
- Electric shavers
- Rice cookers
- Toasters
- Blenders
- Coffee Makers
- Irons

### Large Appliances

- Wash and dry only full loads of laundry. Using coldest settings optimizes conservation.
- Use the dishwasher for full loads only. Use the air-dry feature instead of heat dry feature.
- Minimize the time your refrigerator door stays open.

### Electronics

- Use power strips for electronics.
- Turn off power strips when not in use.
- Turn off TVs, stereo systems, gaming consoles, computers, and other electronics.
- Unplug cell phone chargers when not in use.

### Meter Issues/Service - Replacement

The amount of electricity used in your home is captured by your individual electric meter and is transmitted multiple times per week over a cellular network to Minol. If Minol finds that your meter is not reporting as expected, it may need service or replacement. In the event, this happens, Minol will send you a letter in lieu of your monthly utility statement (***view a copy of the letter below***). Residents will not be billed for usage (or receive rebates) until their meter has been replaced.

Minol visits our homes quarterly to provide meter service and address performance issues. While your meter is awaiting service, you will not be charged for utilities used during this period, nor will you be able to receive rebates, as your exact electrical usage will be unknown. Once your meter is replaced, you will again begin receiving statements beginning with the next full monthly cycle. Hickam Communities has recently invested in a new reporting infrastructure and are changing out older meters with new Itron meters. Both will enable more comprehensive and quicker online electrical reads for residents to review through their Minol account. For questions, please contact the Minol Customer Care Center at 1-888-636-0493.

Last edited: 11/18/19

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## **IMPORTANT NOTICE**

October 14, 2019

Customer Name  
Address  
City, ST ZIP

Re: Meter Service

Dear Resident:

The electric meter installed in your home is in the process of being serviced or scheduled to be replaced. Please note that during the cycle(s) of meter service, charges or credits for the electric meter will not generate until the service work is completed, which may result in a zero rate for the electric on your monthly billing statement(s) for such period of service. Upon completion of the service, Minol will begin to receive the actual consumption usage for your home, which shall appear on your next billing statement. If you are billed for multiple utility services other than electric, you will continue to receive Live monthly billing statements that reflect your usage and amounts due for such utilities during the period of meter service. Please be aware that you are still remain responsible for payment of any charges incurred prior to the meter service and such charges shall reflect on your billing statement.

We appreciate your patience during this time, as well as your conservation efforts, and encourage you to contact us should you have any questions or concerns regarding your account. We may be reached Monday – Friday, 7am to 7pm CST, toll free 1-888-636-0493, or via email to: [militaryhousing@minolusa.com](mailto:militaryhousing@minolusa.com).

Sincerely,

Minol USA  
Military Housing - Billing Department





# Drinking Water Long-Term Monitoring Fact Sheet

*The Navy remains committed to providing safe drinking water for all users of our water system -- and to restoring your confidence in the safety of your home.*



## Background

Since a release of jet fuel at the Red Hill Bulk Fuel Storage Facility contaminated parts of the water system in November 2021, the Navy has worked with Hawaii's Department of Health, the U.S. Environmental Protection Agency, and our sister services to flush any fuel from the system.

This interagency effort, including testing by certified independent laboratories, has been successful. The Department of Health has declared the drinking water in all 19 zones **to be safe to use for all purposes.** The source of all water in the distribution system is the Navy's Waiawa well, which has been extensively tested.



## Long-Term Monitoring

Under the approved flushing and sampling plan, the Navy water system is now in a two-year period of long-term monitoring. This includes testing an additional approximately **7,800** samples for more

**7,800  
samples**

than 60 different contaminants from approximately 55% of residences and other facilities on the system.

Others in your neighborhood may be contacted by our team to schedule sampling. Samples will be tested by a certified, independent laboratory according to state and federal drinking water requirements. If a sample from your home exceeds action levels for contaminants, you will be personally notified.



## What is being tested?

We will collect samples of running water in your home, then send the collected samples to certified, independent labs to test for contaminants.



## Published Results

You can view testing results and more at <https://jbphh-safewaters.org>. Again, your safety is our highest priority, and we appreciate your understanding as we continue to work through this process together.



## Frequent Questions

### How many homes will be sampled in my neighborhood?

For the first three months, 5% of homes in each zone will be sampled. For the next 21 months, 40% of all homes will be sampled periodically. We will sample different houses in each phase.

**How do you choose which houses to sample?** Sampling locations in each zone are chosen as a geographic representation of the zone. Experts strategically pick homes based on their location on the neighborhood distribution system.

**When will I know my results?** Results can take up to **4-6 weeks** to be properly validated before being published to the safe waters website.

**What if my test results do not meet standards?** For any results over the safe limit, you will be personally contacted by the Navy Outreach Liaison Office.

# Hickam Communities Issue Resolution Process

## STEP 1

### IDENTIFY THE ISSUE

**Contact the Hickam  
Communities Community  
Manager:**

#### **Earhart & Onizuka**

David Kim

808-853-3790

[earhart@hickamcommunities.com](mailto:earhart@hickamcommunities.com)

#### **Hale Na Koa & Officer Field**

Catherine Andress

808-853-3791

[halenakoa@hickamcommunities.com](mailto:halenakoa@hickamcommunities.com)

## STEP 2

### INCOMPLETE OR NOT SATISFIED?

**Contact the Hickam  
Communities Management  
Team:**

#### **Operations Director**

Michelle Malczon

808-423-1648

#### **Director of Property Management**

Dawn Sousa

808-853-3783

[management@hickamcommunities.com](mailto:management@hickamcommunities.com)

## STEP 3

### ISSUE STILL UNRESOLVED?

**Contact the JBPHH  
Military Housing Office  
(MHO):**

#### **Military Housing Liaison**

Randy Young

808-448-6883

[randy.j.young24.civ@us.navy.mil](mailto:randy.j.young24.civ@us.navy.mil)

#### **Housing Asset Manager**

Donovan Scott

808-448-6885

[donovan.n.scott.civ@us.navy.mil](mailto:donovan.n.scott.civ@us.navy.mil)

**FOR AFTER-HOURS EMERGENCIES  
CALL 808-423-1650, or 9-1-1**





## **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

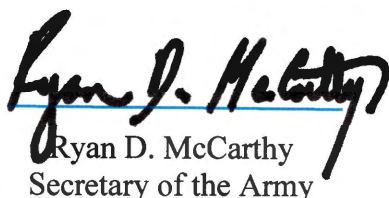
the rent, decreasing services, or increasing the obligations of a Tenant; (C) interference with a Tenant's right to privacy; (D) harassment of a Tenant; (E) refusal to honor the terms of the lease; or (F) interference with the career of a Tenant.

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.

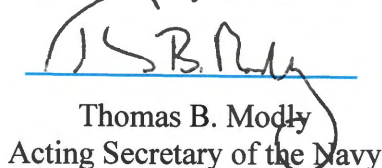
With respect to the remaining three rights—access to maintenance history, process for dispute resolution, and withholding of rent until disputes are resolved—the Department will continue to work with the MHPI companies and, as necessary, Congress to ensure the benefits of these rights are fully available. 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.



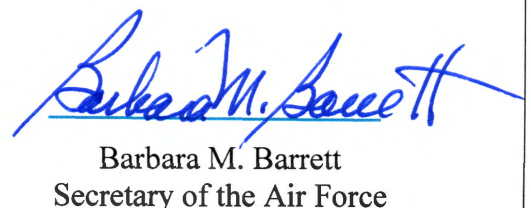
Mark T. Esper  
Secretary of Defense



Ryan D. McCarthy  
Secretary of the Army



Thomas B. Modly  
Acting Secretary of the Navy



Barbara M. Barrett  
Secretary of the Air Force



## Medical

If you think you have a health issue related to conditions in housing, alert your MHO so they have awareness and contact your Primary Care Manager (PCM) for evaluation.

If you are unsatisfied with the level of support provided by the PCM, you may contact the USAF School of Aerospace Medicine Environmental, Safety, and Occupational Health (ESOH) Service Center at 1-888-232-ESOH (3764).

If the PCM confirms you have a mold-related illness and you believe there is an unremediated condition in your home that is aggravating your condition, the MHO can engage Bioenvironmental Engineering to:

- Initiate an evaluation of your home
- Determine appropriate follow-up actions



For more information contact:  
AFCEC/CIM  
Housing Division  
2261 Hughes Avenue, Suite 155  
Lackland AFB, TX 78236-0853



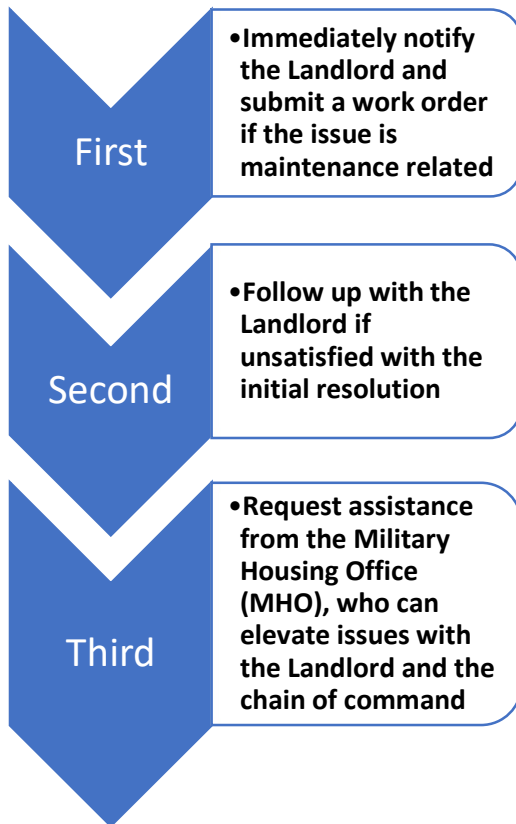
## Tenant Resources for Resolving Disputes in Privatized Housing

*Updated April 2021*

# Tenant Resources for Resolving Disputes in Privatized Housing

## Informal Dispute Resolution

If a Tenant discovers a problem with their home, issues should be elevated as follows:



- Tenants can also utilize their chain of command to resolve issues if their concerns aren't fully addressed

## Tenant Lease

The tenant lease may include language about dispute resolution procedures for each community. Review the Resident



Handbook provided with the tenant lease for specifics.

## Military Housing Office (MHO)

Each Installation has an MHO that provides housing assistance to Service members.

- The MHO is the first point of contact for disputes that cannot be resolved with the local property management office
- The MHO can assist in the mediation of disputes in Family, Unaccompanied or Privatized Housing

## Resident Advocate (RA)

The RA assists military members with dispute resolution and can work with both the Landlord and within the military chain of command to ensure concerns are elevated to the appropriate levels. Though the MHO is typically the first point of contact, members may seek the assistance of the RA at any time.

## Air Force Helpline

**1-800-482-6431**

Tenants who aren't satisfied with the assistance provided at their installation can call the AF Helpline. Concerns will be elevated to the Air Force Civil Engineer Center (AFCEC) for review.

## Legal

The Legal Assistance Office can assist in resolving disputes with the Landlord short of actual litigation. They can advise you, consult with you, and negotiate on your behalf, in accordance with AFI 51-304.

- In addition, the Tenant always has the option to independently hire private legal counsel to provide legal advice on their dispute with the Landlord





**A BRIEF GUIDE TO**  
**MOLD,**  
**MOISTURE,**  
**AND**  
**YOUR HOME**

**This Guide provides  
information and guidance  
for homeowners and  
renters on how to clean  
up residential mold  
problems and how to  
prevent mold growth.**

*U.S. Environmental Protection Agency  
Office of Air and Radiation  
Indoor Environments Division  
1200 Pennsylvania Avenue, N. W.  
Mailcode: 6609J  
Washington, DC 20460  
[www.epa.gov/iaq](http://www.epa.gov/iaq)*

# A BRIEF GUIDE TO MOLD, MOISTURE, AND YOUR HOME

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# MOLD BASICS

- The key to mold control is moisture control.
- If mold is a problem in your home, you should clean up the mold promptly *and* fix the water problem.
- It is important to dry water-damaged areas and items within 24-48 hours to prevent mold growth.



## Why is mold growing in my home?



*Mold growing outdoors on firewood. Molds come in many colors; both white and black molds are shown here.*

Molds are part of the natural environment. Outdoors, molds play a part in nature by breaking down dead organic matter such as fallen leaves and dead trees, but indoors, mold growth should be avoided. Molds reproduce by means of tiny spores; the spores are invisible to the naked eye and float through outdoor and indoor air. Mold may begin growing indoors when mold spores land on surfaces that are wet. There are many types of mold, and none of them will grow without water or moisture.

**Can mold cause health problems?** Molds are usually not a problem indoors, unless mold spores land on a wet or damp spot and begin growing. Molds have the potential to cause health problems. Molds produce allergens (substances that can cause allergic reactions), irritants, and in some cases, potentially toxic substances (mycotoxins).

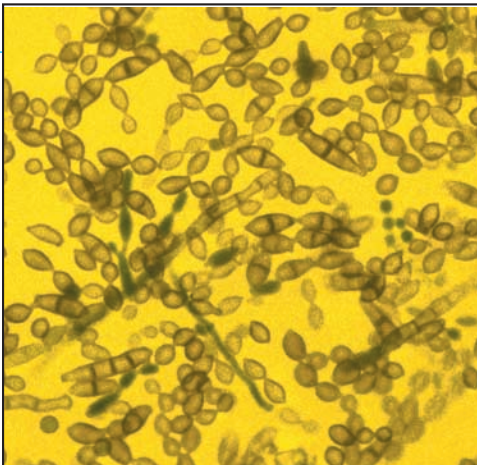
Inhaling or touching mold or mold spores may cause allergic reactions in sensitive individuals. Allergic responses include hay fever-type symptoms, such as sneezing, runny nose, red eyes, and skin rash (dermatitis). Allergic reactions to mold are common. They can be immediate or delayed. Molds can also cause asthma attacks in people with asthma who are allergic to mold. In addition, mold exposure can irritate the eyes, skin, nose, throat, and lungs of both mold-



allergic and non-allergic people. Symptoms other than the allergic and irritant types are not commonly reported as a result of inhaling mold.

Research on mold and health effects is ongoing. This brochure provides a brief overview; it does not describe all potential health effects related to mold exposure. For more detailed information consult a health professional. You may also wish to consult your state or local health department.

**How do I get rid of mold?** It is impossible to get rid of all mold and mold spores indoors; some mold spores will be found floating through the air and in house dust. The mold spores will not grow if moisture is not present. Indoor mold growth can and should be prevented or controlled by controlling moisture indoors. If there is mold growth in your home, you must clean up the mold **and** fix the water problem. If you clean up the mold, but don't fix the water problem, then, most likely, the mold problem will come back.



*Magnified mold spores.*

**Molds can gradually destroy the things they grow on. You can prevent damage to your home and furnishings, save money, and avoid potential health problems by controlling moisture and eliminating mold growth.**

# MOLD

## CLEANUP



*Leaky window – mold is beginning to rot the wooden frame and windowsill.*

If you already have a mold problem –  
**ACT QUICKLY.**  
Mold damages what it grows on. The longer it grows, the more damage it can cause.

**Who should do the cleanup?** Who should do the cleanup depends on a number of factors. One consideration is the size of the mold problem. If the moldy area is less than about 10 square feet (less than roughly a 3 ft. by 3 ft. patch), in most cases, you can handle the job yourself, following the guidelines below. However:

- If there has been a lot of water damage, and/or mold growth covers more than 10 square feet, consult the U.S. Environmental Protection Agency (EPA) guide: *Mold Remediation in Schools and Commercial Buildings*. Although focused on schools and commercial

buildings, this document is applicable to other building types. It is available on the Internet at: [www.epa.gov/mold](http://www.epa.gov/mold).

- If you choose to hire a contractor (or other professional service provider) to do the cleanup, make sure the contractor has experience cleaning up mold. Check references and ask the contractor to follow the recommendations in EPA's *Mold Remediation in Schools and Commercial Buildings*, the guidelines of the American Conference of Governmental Industrial Hygienists (ACGIH), or other guidelines from professional or government organizations.
- If you suspect that the heating/ventilation/air conditioning (HVAC) system may be contaminated with mold (it is part of an identified moisture problem, for instance, or there is mold near the intake to the system), consult EPA's guide *Should You Have the Air Ducts in Your Home Cleaned?* before taking further action. Do not run the HVAC system if you know or suspect that it is contaminated with mold - it could spread mold throughout the building. Visit [www.epa.gov/iaq/pubs](http://www.epa.gov/iaq/pubs) to download a copy of the EPA guide.
- If the water and/or mold damage was caused by sewage or other contaminated water, then call in a professional who has experience cleaning and fixing buildings damaged by contaminated water.
- If you have health concerns, consult a health professional before starting cleanup.

# MOLD **CLEANUP** GUIDELINES

## BATHROOM TIP

Places that are often or always damp can be hard to maintain completely free of mold. If there's some mold in the shower or elsewhere in the bathroom that seems to reappear, increasing the ventilation (running a fan or opening a window) and cleaning more frequently will usually prevent mold from recurring, or at least keep the mold to a minimum.



**Tips and techniques** The tips and techniques presented in this section will help you clean up your mold problem. Professional cleaners or remediators may use methods not covered in this publication. Please note that mold may cause staining and cosmetic damage. It may not be possible to clean an item so that its original appearance is restored.

- Fix plumbing leaks and other water problems as soon as possible. Dry all items completely.
- Scrub mold off hard surfaces with detergent and water, and dry completely.

*Mold growing on the underside of a plastic lawnchair in an area where rainwater drips through and deposits organic material.*



*Mold growing on a piece of ceiling tile.*



- Absorbent or porous materials, such as ceiling tiles and carpet, may have to be thrown away if they become moldy. Mold can grow on or fill in the empty spaces and crevices of porous materials, so the mold may be difficult or impossible to remove completely.
- Avoid exposing yourself or others to mold (see discussions: **What to Wear When Cleaning Moldy Areas** and **Hidden Mold**.)
- Do not paint or caulk moldy surfaces. Clean up the mold and dry the surfaces before painting. Paint applied over moldy surfaces is likely to peel.
- If you are unsure about how to clean an item, or if the item is expensive or of sentimental value, you may wish to consult a specialist. Specialists in furniture repair, restoration, painting, art restoration and conservation, carpet and rug cleaning, water damage, and fire or water restoration are commonly listed in phone books. Be sure to ask for and check references. Look for specialists who are affiliated with professional organizations.



# WHAT TO WEAR WHEN CLEANING MOLDY AREAS



*Mold growing on a suitcase stored in a humid basement.*

It is important  
to take  
precautions to  
**LIMIT  
YOUR  
EXPOSURE**  
to mold and  
mold spores.

- **Avoid breathing in mold or mold spores.** In order to limit your exposure to airborne mold, you may want to wear an N-95 respirator, available at many hardware stores and from companies that advertise on the Internet. (They cost about \$12 to \$25.) Some N-95 respirators resemble a paper dust mask with a nozzle on the front, others are made primarily of plastic or rubber and have removable cartridges that trap most of the mold spores from entering. In order to be effective, the respirator or mask must fit properly, so carefully follow the instructions supplied with the respirator. Please note that the Occupational Safety and Health Administration (OSHA) requires that respirators fit properly (fit testing) when used in an occupational setting; consult OSHA for more information (800-321-OSHA or [osha.gov/](http://osha.gov/)).

- **Wear gloves.** Long gloves that extend to the middle of the forearm are recommended. When working with water and a mild detergent, ordinary household rubber gloves may be used. If you are using a disinfectant, a biocide such as chlorine bleach, or a strong cleaning solution, you should select gloves made from natural rubber, neoprene, nitrile, polyurethane, or PVC (see **Cleanup and Biocides**). Avoid touching mold or moldy items with your bare hands.
- **Wear goggles.** Goggles that do not have ventilation holes are recommended. Avoid getting mold or mold spores in your eyes.



*Cleaning while wearing N-95 respirator, gloves, and goggles.*

## **How do I know when the remediation or cleanup is finished?**

- You must have completely fixed the water or moisture problem before the cleanup or remediation can be considered finished.
- You should have completed mold removal. Visible mold and moldy odors should not be present. Please note that mold may cause staining and cosmetic damage.
  - You should have revisited the site(s) shortly after cleanup and it should show no signs of water damage or mold growth.
  - People should have been able to occupy or re-occupy the area without health complaints or physical symptoms.
  - Ultimately, this is a judgment call; there is no easy answer.

# MOISTURE AND MOLD **PREVENTION** AND CONTROL TIPS

## MOISTURE Control is the Key to **Mold Control**



*Mold growing  
on the surface  
of a unit  
ventilator.*

- When water leaks or spills occur indoors - **ACT QUICKLY.**  
If wet or damp materials or areas are dried 24-48 hours after a leak or spill happens, in most cases mold will not grow.
- Clean and repair roof gutters regularly.
- Make sure the ground slopes away from the building foundation, so that water does not enter or collect around the foundation.
- Keep air conditioning drip pans clean and the drain lines unobstructed and flowing properly.





*Condensation on the inside of a window-pane.*

- Keep indoor humidity low. If possible, keep indoor humidity below 60 percent (ideally between 30 and 50 percent) relative humidity. Relative humidity can be measured with a moisture or humidity meter, a small, inexpensive (\$10-\$50) instrument available at many hardware stores.

- If you see condensation or moisture collecting on windows, walls or pipes - ACT QUICKLY to dry the wet surface and reduce the moisture/water source. Condensation can be a sign of high humidity.

### **Actions that will help to reduce humidity:**

- 💧 Vent appliances that produce moisture, such as clothes dryers, stoves, and kerosene heaters to the outside where possible. (Combustion appliances such as stoves and kerosene heaters produce water vapor and will increase the humidity unless vented to the outside.)
- 💧 Use air conditioners and/or de-humidifiers when needed.
- 💧 Run the bathroom fan or open the window when showering. Use exhaust fans or open windows whenever cooking, running the dishwasher or dishwashing, etc.

### **Actions that will help prevent condensation:**

- ◆ Reduce the humidity (see preceeding page).
- ◆ Increase ventilation or air movement by opening doors and/or windows, when practical. Use fans as needed.
- ◆ Cover cold surfaces, such as cold water pipes, with insulation.
- ◆ Increase air temperature.

*Mold growing on a wooden headboard in a room with high humidity.*



**Renters:** Report all plumbing leaks and moisture problems immediately to your building owner, manager, or superintendent. In cases where persistent water problems are not addressed, you may want to contact local, state, or federal health or housing authorities.



*Rust is an indicator that condensation occurs on this drainpipe. The pipe should be insulated to prevent condensation.*

**Testing or sampling for mold** Is sampling for mold needed? **In most cases, if visible mold growth is present, sampling is unnecessary.** Since no EPA or other federal limits have been set for mold or mold spores, sampling cannot be used to check a building's compliance with federal mold standards. Surface sampling may be useful to determine if an area has been

adequately cleaned or remediated. Sampling for mold should be conducted by professionals who have specific experience in designing mold sampling protocols, sampling methods, and interpreting results. Sample analysis should follow analytical methods recommended by the American Industrial Hygiene Association (AIHA), the American Conference of Governmental Industrial Hygienists (ACGIH), or other professional organizations.

# HIDDEN MOLD

*Mold growing on the back side of wallpaper.*



**Suspicion of hidden mold** You may suspect hidden mold if a building smells moldy, but you cannot see the source, or if you know there has been water damage and residents are reporting health problems. Mold may be hidden in places such as the back side of dry wall, wallpaper, or paneling, the top side of ceiling tiles, the underside of carpets and pads, etc. Other possible locations of hidden mold include areas inside walls around pipes (with leaking or condensing pipes), the surface of walls behind furniture (where condensation forms), inside ductwork, and in roof materials above ceiling tiles (due to roof leaks or insufficient insulation).

**Investigating hidden mold problems** Investigating hidden mold problems may be difficult and will require caution when the investigation involves disturbing potential sites of mold growth. For example, removal of wallpaper can lead to a massive release of spores if there is mold growing on the underside of the paper. If you believe that you may have a hidden mold problem, consider hiring an experienced professional.

**Cleanup and Biocides** Biocides are substances that can destroy living organisms. The use of a chemical or biocide that kills organisms such as mold (chlorine bleach, for example) is not recommended as a routine practice during mold cleanup. There may be instances, however, when professional judgment may indicate its use (for example, when immune-compromised individuals are present). In most cases, it is not possible or desirable to sterilize an area; a background level of mold spores will remain - these spores will not grow if the moisture problem has been resolved. If you choose to use disinfectants or biocides, always ventilate the area and exhaust the air to the outdoors. Never mix chlorine bleach solution with other cleaning solutions or detergents that contain ammonia because toxic fumes could be produced.

**Please note:** Dead mold may still cause allergic reactions in some people, so it is not enough to simply kill the mold, it must also be removed.

*Water stain on a basement wall — locate and fix the source of the water promptly.*



# ADDITIONAL RESOURCES

For more information on mold related issues including mold cleanup and moisture control/condensation/humidity issues, visit:

**[www.epa.gov/mold](http://www.epa.gov/mold)**



*Mold growing on fallen leaves.*

*This document is available on the Environmental Protection Agency, Indoor Environments Division website at: [www.epa.gov/mold](http://www.epa.gov/mold)*

# NOTES

## Acknowledgements

EPA would like to thank Paul Ellringer, PE, CIH, for providing the photo on page 14.

Please note that this document presents recommendations. EPA does not regulate mold or mold spores in indoor air.

