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# ***Public-Private Venture (PPV) Mandatory PPV Housing Resident Briefing***



***Naval Base Ventura County  
Housing Service Center***

# Welcome



- **Welcome from the Navy Housing Service Center (HSC) for**
  - **NAVAL BASE VENTURA COUNTY (NBVC)**

*Navy Housing is committed to assisting military members and their families with finding suitable, affordable, and safe housing. Navy Housing achieves this objective by providing access to several types of housing. Military Families can use the support of their local Housing Service Center (HSC) to find Government Owned, Privatized and Community Housing.*

*- Commander, Navy Installations Command (CNIC)*
- **The Navy HSC staff is employed by the Navy to assist and advocate for Service Members and their families on any housing issue**
- **The Housing Installation Program Director manages the HSC and reports directly to the installation commanding officer (CO)**
  - *Installation Commanding Officer (CO): Capt. Robert “Barr” Kimnach III*
  - *Installation Program Director (IPD): Pablo G. Garrido*
- **Liberty Military Housing (LMH) is the privatized company that owns and manages family housing at this installation**
  - *Liberty Military Housing, as the property manager, is the primary contact for maintenance, repairs, concerns, and rent/billing issues’.*
- **The Navy HSC is here to assist with unresolved issues or concerns**



# Overview of Topics

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- ***Tenant Referral Services and Contact Information***
  - ***Liberty Military Housing Contact Information***
  - ***What to Expect: Move-in and Move-out***
  - ***Tenant Bill of Rights***
  - ***Understanding Your Lease***
  - ***Fees and Payments***
  - ***Resident Energy Conservation Program (RECP)***
  - ***Solar Panels and RECP***
  - ***Responsibilities***
  - ***Maintaining Your Home***
  - ***How to Report Maintenance Issues***
  - ***Types of Service Calls***
  - ***Tracking Maintenance/Work Orders***
  - ***HSC Issue Resolution Process***
  - ***Dispute Resolution Process (DRP)***
  - ***Local Information***
  - ***Connect With Navy Housing***
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# NAVAL BASE VENTURA COUNTY

## Housing Service Center

UNCLASSIFIED

- **The Housing Service Center is available for:**
  - Home finding at this installation or your next duty station
  - Housing discrimination and Fair Housing complaints
  - Cost savings and relief programs
  - Housing questions and concerns
  - Home inspections for move-in, pre-move out, move-out, or for issue resolution
  - PPV Housing issue resolution
  - Whenever you need a Navy Advocate for housing
- **HSC Contact Information:**
  - **Street Address:** Bldg. 1169, 2600 Dodson St, Port Hueneme, CA 93043
  - **Phone:** 805-982-4321
  - **Website:** [www.cnic.navy.mil/VenturaHousing](http://www.cnic.navy.mil/VenturaHousing)
  - **Email:** [Ventura\\_Housing@navy.mil](mailto:Ventura_Housing@navy.mil)



# ***LIBERTY MILITARY HOUSING at NAVAL BASE VENTURA COUNTY***

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- ***Navy Privatized Housing is one of many choices Service Members have to meet their housing needs***
  - ***PPV provides benefits that are not typically offered in community rentals***
    - *Rent cannot exceed BAH w/dependents rate*
    - *No upfront costs including application fees*
    - *No credit history or salary requirements*
  - ***Liberty Military Housing Contact Information:***
    - ***Street Address:*** 1104 Calle El Halcon, Camarillo, CA 93010
    - ***Phone:*** 805-419-4921
    - ***Website:*** <https://www.livelmh.com>
    - ***Facebook/Social Media:*** <https://www.facebook.com/LibertyMilitary>
    - ***Email:*** <https://www.livelmh.com/contact-us>
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# What to Expect: Move-In and Move-Out

Move-In	Move-Out
<b>The Resident:</b>	<b>The Resident</b>
Accepts home and terms of lease	Provides a notice to vacate to <b>Liberty Military Housing</b>
Signs a lease	Returns the home in good condition
Tours the home for quality	
<b>Liberty Military Housing provides:</b>	<b>Liberty Military Housing provides:</b>
Lease signing	An inspection prior to move-out to assess the condition of your home
Keys	All maintenance services
Walk-through tour of your home	A move-out inspection using the same move-in inspection checklist
Move-in inspection with checklist	A final determination of any damages or repairs and associated costs
A survey asking about your move-in experience	A move-out survey for you to provide feedback
<b>Navy HSC provides:</b>	<b>Navy HSC provides:</b>
Answers to questions	Provides answers to questions and issue resolution services
Assistance with your move-in inspection	Assistance with move-out inspection, if requested
Follow-up to check-in with you	PCS assistance and HSC contact for your next location
Support to resolve any unresolved issues at move-in	Support on any issues



# ***Liberty Military Housing QR Code***

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***The QR code below is linked to the “Liberty at your service” app. The app can be used to submit work orders on the go for any housing maintenance issue/s.***





# Tenant Bill of Rights

- *In 2020, laws were passed to assure PPV military residents' basic rights.*
  - *A housing unit and a community that meets applicable health and environmental standards*
  - *Working fixtures, appliances, and utilities*
  - *A written lease with clearly defined rental terms*
  - *A plain-language briefing by the installation housing office on all rights and responsibilities before signing a lease*
  - *Sufficient time and opportunity to prepare and be present for move-in and move-out inspections*
  - *To report issues with habitability of the housing unit to the Landlord, the chain of command, and housing management office without fear of reprisal or retaliation*
  - *Access to a Military Tenant Advocate or a military legal assistance attorney*
  - *Management services that meet or exceed industry standards*
  - *Consistently honest, accurate, straightforward, and responsive communications*
  - *Access to an electronic work order system*
  - *Prompt and professional maintenance and repair*
  - *Advice from military legal assistance*
  - *Reasonable, advance notice of any entrance to the home*
  - *Common documents, forms, and processes*



# Tenant Bill of Rights



## Military Housing Privatization Initiative Tenant Bill of Rights

The Department of Defense is fully committed to ensuring that Military Housing Privatization Initiative (MHPI) housing projects provide our Nation's most valued resource—its military members and their families—safe, quality, and well-maintained housing where our members and their families want and choose to live.

The Department of Defense has issued all policy guidance necessary to implement prospectively all rights for military members and their families residing in privatized family and unaccompanied housing (Tenants) at all MHPI housing projects. However, as Congress recognized, retroactive application of the requirements at existing projects requires voluntary agreement by the respective MHPI company; the Department cannot unilaterally change the terms of the complex, public-private partnerships that established the MHPI housing projects. The Department of Defense has been seeking to secure voluntary agreements, and nearly all of the MHPI companies have agreed to implement all 18 Tenant rights at their existing projects. The Department will continue to pursue agreements not yet reached. Tenants should contact their installation housing office to confirm the rights fully available to them.

The following rights are effective on August 1, 2021:

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 be provided with a summary of the maintenance conducted with respect to a prospective housing unit by the landlord for the previous seven years, before signing a lease, and upon request, all information possessed by the landlord regarding such maintenance within two business days after making the request. Upon request, a current Tenant who did not receive maintenance information before signing a lease has the right to receive such information within five business days after making the request.



# Tenant Bill of Rights

4. 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.
5. 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.
6. 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.
7. 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.

8. The right of access to a Military Tenant Advocate through the housing management office of the installation of the Department at which the housing unit is located or a military legal assistance attorney to assist in the preparation of requests to initiate dispute resolution.
9. 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.
10. 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.
11. 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.

# Tenant Bill of Rights



12. 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.
13. 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.
14. The right to enter into a standardized, formal dispute resolution process, should all other methods be exhausted, to ensure the prompt and fair resolution of disputes that arise between landlords and Tenants concerning maintenance and repairs, damage claims, rental payments, move-out charges, and such other issues relating to housing units. The dispute resolution process shall contain the following elements: installation or regional commander as deciding authority; a process for withholding allotment of rental payments; standard mechanisms and forms for requesting dispute resolution; minimal costs to Tenants for participation; a completed investigation within seven days; and except in limited circumstances, a decision within 30 days and in no event longer than 60 days. A decision in favor of the Tenant may include a reduction in rent or an amount to be reimbursed or credited to the Tenant.
15. The right to have the Tenant's basic allowance housing payments segregated, with approval of a designated commander, and not used by the property owner, property manager, or landlord pending completion of the dispute resolution process.
16. 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.
17. The right to not pay non-refundable fees or have application of rent credits arbitrarily held.
18. 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.

Tenants seeking assistance with housing issues should continue to engage their installation housing office, installation leadership, or chain of command.



# ***Understanding Your Lease***

- ***Residents must accept and sign the PPV lease with DOD approved language***
- ***The lease includes tenant's rights and responsibilities***
- ***The resident handbook is considered part of the lease***
  
- ***In addition to the lease itself, the Liberty Military Housing lease includes several addendums***
  - 1) Cat and Dog Addendum
  - 2) Construction and Relocation Rider Addendum
  - 3) Home Based Business Addendum
  - 4) Mold Addendum
  - 5) Addendum to Lease Agreement Executive Home Lease Termination Agreement
  - 6) Assistive Animal Addendum
  - 7) Navy Resident Energy Conservation Program (RECP) Addendum
  - 8) Statutory Notice and Disclosure of Bed Bug Information Addendum
  - 9) Flood Disclosure Addendum
  - 10) Community Policies
  
- ***It is important to read through and understand what you are signing***
- ***If you have questions, contact the Navy Housing Office.***





# ***Resident Energy Conservation Program (RECP)***

- ***The NDAA temporarily suspends the RECP in 2020***
  - *Residents will continue to receive statements, but no payments are required*
  - *Residents will be notified when RECP resumes*
  - *PPV partners are ensuring that all homes have accurate meters*
- ***Basic Allowance for Housing (BAH)/Rent includes an amount for utilities***
- ***“Normal” utilities usage is determined by house type***
- ***Residents that use more will receive a bill for the amount over “normal”***
- ***Residents that use less will receive a credit for the amount conserved***
- ***Residents with serious medical conditions can be exempted with Commanding Officer approval***
  - *Wounded Warriors are exempt upon request*
- ***See the provided RECP flier included with this brief for more information***



# Solar Panels and RECP

- *Solar panels help reduce the cost of electricity for the PPV project making more funds available to reinvest into better homes and neighborhoods*
- *Solar is an environmentally clean way to produce electricity and helps meet Navy energy conservation targets*
- *If you have solar panels that reduce the cost of electricity charged to residents in the RECP: The rooftop solar help reduce the cost of electricity to the project and lower the cost per Kilowatt Hour (KWH) charged in the monthly RECP billing.*
- *If you have solar panels that do not reduce RECP bills: The rooftop solar helps reduce project operating costs making more funds available for the project company to reinvest into improved housing and neighborhoods.*



# Tenant Responsibilities

- ***Per your lease, it is your responsibility to:***
  - *Report in a timely manner any apparent environmental, safety, or health hazards of the housing unit to the landlord and any defective, broken, damaged, or malfunctioning building systems, fixtures, appliances, or other parts of the housing unit, the common areas, or related facilities*
  - *Maintain standard upkeep of the housing unit as instructed by the housing management office*
- *Conduct oneself as a tenant in a manner that will not disturb neighbors, and to assume responsibility for one's actions and those of a family member or guest in the housing unit or common areas*
- *Not engage in any inappropriate, unauthorized, or criminal activity in the housing unit or common areas*
- *Allow the landlord reasonable access to the rental home in accordance with the terms of the tenant lease agreement to allow the landlord to make necessary repairs in a timely manner*
- *Read all lease-related materials provided by the landlord and to comply with the terms of the lease agreement, lease addenda, and any associated rules and guidelines*



# ***Tenant Responsibilities, continued***

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- ***Additional tenant responsibilities***

- *Renters insurance is a responsibility of the resident, and is strongly encouraged to protect your belongings and prevent financial hardships*
- *Residents are responsible for keeping their home clean and in good order*

- ***Animal Responsibilities***

- *You are responsible for your animals at all times*
- *Residents are responsible for all animal damage to their home, person, or common spaces*

- ***Important local policy review:***

- *Personal protection/safety and security/firearms*
  - *Insurance*
  - *Facility use and services*
  - *Visitors and guests*
  - *Parking*
  - *Additional local policies*
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# Maintaining Your Home

- **Prevent Pests**

- *Promptly clean kitchen counters and dispose of food debris*
- *Keep food in air-tight containers*
- *Clear outside doorways and windows of leaves and dirt*
- *Lease Agreement Community Policies – Pest Control*

***Routine control of normal household pests, along with keeping all pets free of fleas and ticks, is a Resident responsibility. The use of non-residual insecticides labeled for safe application by the general public, such as household spray insecticides, is expected of the Resident. Resident must contact the PPV District Office for assistance with infestations of pests that are beyond Resident capabilities and require professional control measures.***



## ***Maintaining Your Home (cont.)***

***As a general rule, poor housekeeping is the main factor in cockroach infestation. Roaches and rodents thrive on leftover food placed on sinks, counters, in cupboards, on unwashed dishes, and on food left out for pets. Roaches may also feed on paper and glue products, including shelf paper. Some things the Resident can do to control roaches, mice and other household pests are:***

- ☐ Deposit garbage in trash cans in plastic bags.
- ☐ Wipe up spilled foods or drinks immediately.
- ☐ Do not keep empty soft drink cans or bottles under the sink, and rinse them well before placing in recycling bins.
- ☐ Keep soiled clothing in a clothes hamper or other container. Wash clothes frequently enough that clothing does not pile up on the floor.
- ☐ Store leftover food in airtight containers.
- ☐ Some areas experiences a large volume of rodent infestations. Many rodents fee on pet food left outside. Please store all pet food in sealed containers

***In the event the Premises require extermination, call Liberty-at-Your-Service at 1-888-578-4141***



# ***Maintaining Your Home (cont.)***

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- ***Prevent Mildew, Moisture, Mold***

- *Check your toilets and faucets for leaks*
- *Use exhaust fans in bathrooms and laundry rooms*
- *Report leaks and issues immediately*
- *Check drains and keep them clear*
- *Reference to Mold Addendum*



# Maintaining Your Home – Mold Addendum

## PPV MOLD ADDENDUM

- **WHAT TO EXPECT WHEN YOU NOTIFY US OF A WATER OR MOLD-RELATED ISSUE.** When you notify us about a potential water or mold-related issue, a maintenance technician will perform a visual inspection of the living spaces in your home for signs of water leaks, excess moisture/condensation and visible mold growth. The inspection will consist of a visual inspection of the interior, air conditioned portions of the home. The purpose of this inspection is to assess the likely source of any water accumulation and the extent of water damage or mold growth so that we can take appropriate action. This inspection typically will not include unoccupied areas of your home, such as crawlspaces, attics, wall and ceiling cavities, exteriors of buildings, and unoccupied enclosures, such as exterior mechanical rooms. It may be necessary to inspect these parts of a building only if an inspection of the living spaces reveals a source of water leaks coming from the unoccupied part of the building.
- **What will happen if water problems are identified?** If water problems are identified, maintenance personnel will repair any leaks that are found, and the wet materials (such as sheetrock, wood trim, or vinyl flooring) will be dried or removed. If the source of water is from spills or inadequate cleaning or ventilation, we may recommend that you take additional measures to properly control moisture in your home.
- **What will happen if mold growth is identified?** If mold growth is identified, we will determine the appropriate action to take based on the type of materials involved and the extent of the mold growth. Maintenance personnel will generally clean/remove all mold affected materials, except when there is more than 30 square feet of visible mold. In such cases, a third-party mold remediation contractor will be used to assess the problem and perform all necessary remediation work consistent with applicable guidelines.
- **How will maintenance personnel address mold growth?** Per current government and industry standards and guidelines, maintenance personnel will clean mold from hard/non-porous surfaces (such as vinyl, tile, metal, plastic, etc.) by scrubbing them with detergent and water or a household mold/mildew cleaner. After the cleaned areas are dry, they can be re-painted as necessary. If there is mold growth on soft or porous materials (such as sheetrock and wood trim), the affected material typically will be removed and replaced and the repaired area will be re-finished or re-painted as necessary. You may also be given instructions to follow during these activities, such as the instruction to remain out of designated work areas during cleaning or remediation work. These instructions are mandatory and are provided for the safety of both workers and occupants.



# Maintaining Your Home – Mold Addendum

## PPV MOLD ADDENDUM (cont.)

- When will mold testing or sampling be performed? We will perform mold testing or sampling when it is deemed necessary by qualified third-party mold inspectors. Per EPA's guidelines, mold testing or sampling is usually not necessary if mold is present. This is because there are no current governmental limits or standards for acceptable levels of mold or mold spores. The appropriate steps are to stop any source of water intrusion and clean or remove the mold growth.
- What will we do after repairs are completed? After a water or mold-related repair is completed, we will follow-up to confirm that the source of water or mold growth does not re-occur.
- PROHIBITION ON MAKING ALTERATIONS AND/OR IMPROVEMENTS IN OR ABOUT PREMISES. Consistent with Paragraph 15 of your Lease, you are prohibited from damaging or making any alterations and/or improvements to your home, including removing or lifting flooring or trim, taking destructive samples, and making holes in the walls or ceiling. We will not be responsible for the cost of any damages you cause or alterations you make. We reserve the right to charge you for restoring your home to the condition it was in prior to any alterations and/or improvements. In addition, pursuant to Paragraph 29 of your Lease, if damage occurs to your home as a result of your actions, we reserve the right to terminate your Lease.
- RESIDENT COMPLIANCE WITH THESE GUIDELINES. Complying with these guidelines will help minimize and properly address water damage and mold growth in your home. IF YOU FAIL TO COMPLY WITH THESE GUIDELINES OR WITH SAFETY INSTRUCTIONS, you can be held responsible for any damages that result and your lease may be terminated. As the occupant, you are in the best position to identify and report water leaks, excess moisture, and mold growth in your home. You acknowledge that it is your responsibility to comply with the Mold Addendum and these Guidelines and report any water leaks, excess moisture and mold growth conditions in accordance with these rules by going online at [www.lincolnservicetrack.com](http://www.lincolnservicetrack.com) or by calling Liberty At Your Service at 1-888-578-4141.



# Maintaining Your Home

- **Prevent Damage to Appliances and Systems**

- Check and change your filters
- Clean and monitor major appliances
- Check and change batteries for smoke/CO detectors
- Refer to Lease Agreement Community Policies and Dishwasher Tips Information below

## **How to Get the Most Out of Your Dishwasher**

- **Are your dishes not as clean as they used to be?**

*There's a good chance that the cause isn't a faulty dishwasher, but instead changes in your dishwasher detergent. In 2010, phosphates were removed from dishwashing detergents, leading to more and more homeowners finding their dishes in a white film (or mineral build-up) after running the dishwasher, especially in areas with particularly hard water.*

- **What Are Phosphates and Why Were They Banned?**

*Phosphates are chemical additives that were added to many detergents and soaps, including dishwashing detergent. They acted as a cleaning agent and helped remove stains, grease and spots. They also suspended food particles and kept them from sticking to dishes during the wash cycle, and softened the water allowing for the formation of soap suds. While phosphates helped to give you cleaner dishes and clothes, they were nearly impossible to remove from waste water. As a result, many streams and lakes were beginning to fill with phosphates and threatens the health of our fresh water ecosystems and water supply. Ultimately, states began banning phosphates in dishwasher detergents, which followed previous phosphate bans in laundry detergents and hand soaps.*





# Maintaining Your Home (cont.)

- **How Can You Still Get Clean Dishes?**

*It's important to not let food dry on your dishes, i.e., scrape or rinse your glasses and plates before placing in the dishwasher when you don't plan on running it right away. The easiest way to remove the white film is to run your glassware and dishware through a dishwasher cycle using citric acid. You can use our Citric Acid cleaning kit or purchase citric acid at the local supermarket. Alternatively, LemiShine® or a vinegar rinse may be used.*

- **Cleaning With Citric Acid:**

*Pour the citric acid in the detergent cup and close the cover. Place the filmed, but otherwise clean, glassware and dishware in the dishwasher. Leave silverware and other metal items out of the dishwasher. Turn the dishwasher on and let it run through a complete cycle without detergent. The glassware, dishware and dishwasher should come out film free and sparkly.*

- **Cleaning With A Vinegar Rinse:**

*Pour 1 cup of vinegar into the dishwasher just after the detergent cup opens. Let the dishwasher complete its cycle. This may be repeated several times a year if needed.*



## ***Maintaining Your Home (cont.)***

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**Report Maintenance Issues to [Liberty Military Housing](#) immediately!**





# How to Report Maintenance Issues

- **Contact Liberty Military Housing: Report maintenance issues right away**
  - Maintenance emergencies
  - Trouble calls
  - Safety concerns
  - Resident compliance issues
- For an emergency maintenance, you must call: **Liberty At Your Service 1-888-578-4141**
- For an urgent maintenance, you may call: **Liberty At Your Service 1-888-578-4141**
- For routine maintenance, you may call: **Liberty At Your Service 1-888-578-4141**
- Maintenance Number: **Liberty At Your Service 1-888-578-4141**
- Web Portal –Not for Emergencies: <https://www.livelmh.com>
- Download the App: **Liberty Military Resident App** 

**The Navy HSC is always available to assist with unsatisfactory maintenance, work orders, repairs or services**



# Types of Service Calls

Type of Service Call	Examples	Response Time *Depending on Parts
<b>Emergency</b> <ul style="list-style-type: none"> <li>Critical safety, life threatening issues</li> <li>Resident with a medical requirement for stable temp levels</li> </ul>	Gas leaks, fire, power outage, sewage back-up, flood, only toilet inoperable	<ul style="list-style-type: none"> <li>30-minute initial response</li> <li>1 day to complete emergency work*</li> <li>Available 24/7/365</li> </ul>
<b>Urgent</b> <ul style="list-style-type: none"> <li>Habitability Issue</li> </ul>	Broken window, garage door inoperable, kitchen sink back-up, light-fixtures not working, Refrigerator inoperable	<ul style="list-style-type: none"> <li>4-hour initial response</li> <li>1 business day to complete work*</li> </ul>
<b>Routine</b> <ul style="list-style-type: none"> <li>Convenience</li> <li>Unit care issues</li> </ul>	Single burner inoperable, repair screens, light bulb replacement	<ul style="list-style-type: none"> <li>1 working day initial response</li> <li>1 business day to complete work*</li> </ul>



# Tracking Maintenance/Work Orders

- **Completing A Service Request**

1. *Enter service request using the Liberty Military Resident App*
2. *Call Liberty At Your Service 1-888-578-4141*

- **Service Request Website**

*Agent's website for service requests is through the **Liberty Military Resident App**.*

*Residents will be able to input and view the progress of their maintenance requests by accessing either location.*

*A “tracking” number will be provided to Residents for all service requests received, with which Residents can obtain updates by phone or by checking the local website.*



# HSC Dispute Resolution Process

- Report your issue to **Liberty Military Housing** property manager
- If your issue is not resolved to your satisfaction, contact the **Navy HSC**
- Counselors are available to help you communicate with Liberty Military Housing to assist in finding a mutually agreed upon resolution
- You can always contact your **chain of command** with your housing issues
- The Navy HSC is the military tenant advocate for you and your family when any housing issues arise

## **Additional resources include**

**Fleet & Family Services (FFS), Region Legal Service Office (RLSO)  
and, in cases of health concerns, your Primary Care Physician**



# ***HSC Dispute Resolution Process (contd)***

***CNICINST 11101.3 provides procedures for implementing the formal dispute resolution process beginning 1 June 2021***

- Dispute resolution is encouraged at the lowest level possible*
- If resolution is not achieved between the tenant and PPV property manager or issue resolution offered by the local HSC, formal dispute resolution can be requested*
- Tenants must submit the dispute resolution request form to the local HSC*
- Navy HSC vets requests for formal dispute resolution eligibility*
- The deciding authority will select an independent investigator to examine and evaluate all evidence to determine validity and significance*
- Tenants must grant access to the premises for inspection(s)*
- Tenants may request all or part of their rental payment to be segregated during the formal dispute resolution process if dispute alleges failure to meet maintenance procedures*
- Deciding Authority will request and consider: actions taken by PPV to remediate, recommendations from: HSC, tenant, PPV, Independent Investigator, and SME.*
- Deciding Authority final decision 30-60 days after receipt of formal dispute resolution request*



# ***HSC Dispute Resolution Process (contd)***

  
**Navy  
Housing**

## **HOW CAN WE HELP?**

**EVERY RESIDENT SUGGESTION, CONCERN  
AND COMPLAINT IS IMPORTANT!**

**KNOW WHO TO CONTACT IF YOU ARE NOT SATISFIED**

**YOUR LOCAL PPV  
PROPERTY MANAGER**



**YOUR NAVY ADVOCATE  
FOR HOUSING**

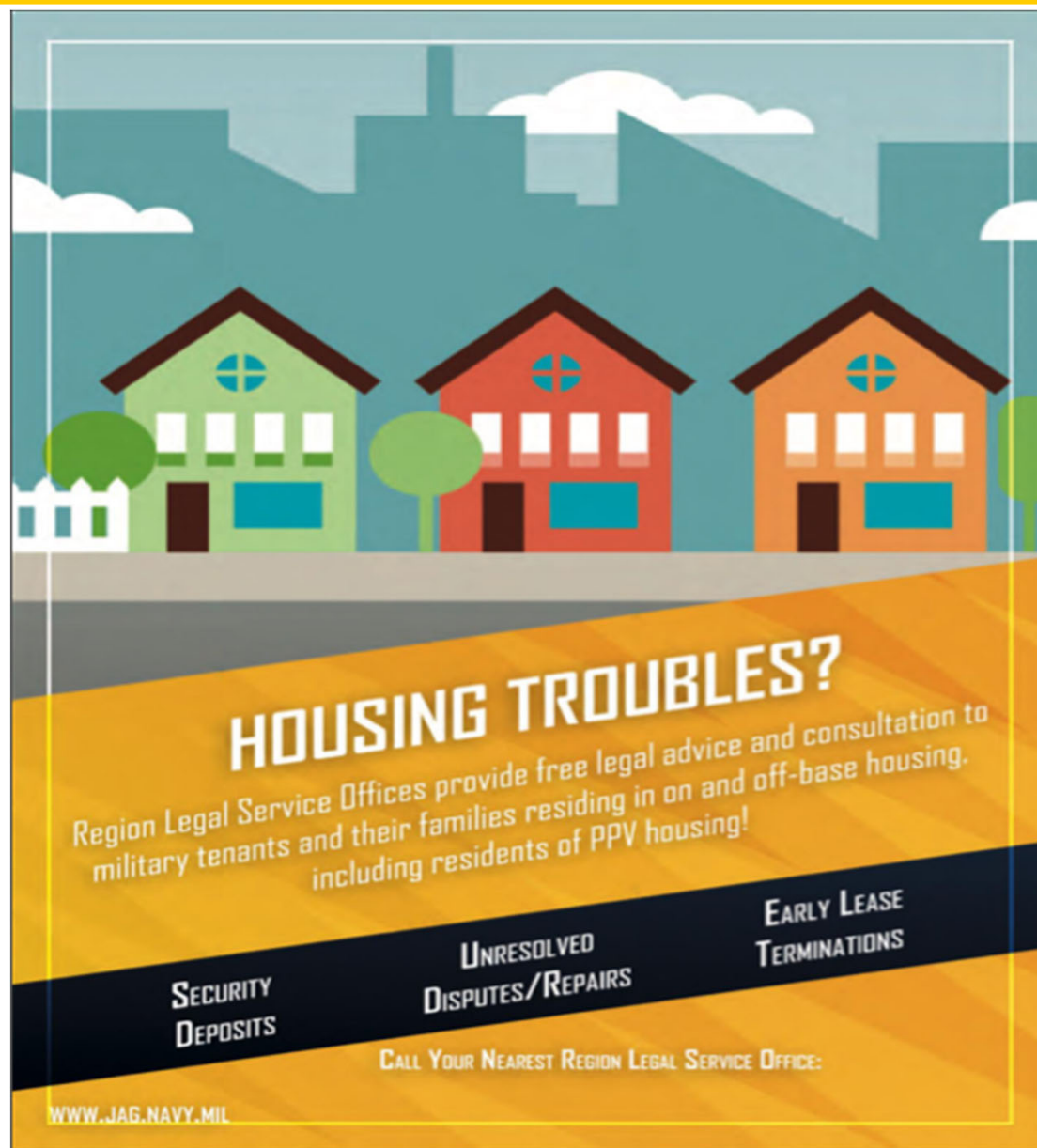
**CONTACT YOUR NAVY HOUSING SERVICE  
CENTER OR CHAIN OF COMMAND**

**[WWW.CNIC.NAVY.MIL/CONTACTHOUSING](http://WWW.CNIC.NAVY.MIL/CONTACTHOUSING)**





# *HSC Dispute Resolution Process (contd)*







# Connect with Navy Housing

*Find your local Navy Housing Service Center (HSC)*

[www.cnic.navy.mil/ContactHousing](http://www.cnic.navy.mil/ContactHousing)



[www.facebook.com/NavyHousing](http://www.facebook.com/NavyHousing)



**@NavyHousing**



[www.pinterest.com/NavyHousing](http://www.pinterest.com/NavyHousing)



[www.YouTube.com/NavyHousing](http://www.YouTube.com/NavyHousing)

Visit: [www.cnic.navy.mil/Housing](http://www.cnic.navy.mil/Housing)

Email: **NavyHousingHQ@navy.mil**



# Questions?



## • **Port Hueneme Housing Service Center Contact Information:**

- **Street Address:** Bldg. 1169, 2600 Dodson St, Port Hueneme, CA 93043
- **Phone:** 805-982-4321
- **Website:** [www.cnic.navy.mil/VenturaHousing](http://www.cnic.navy.mil/VenturaHousing)
- **Email:** [Ventura\\_Housing@navy.mil](mailto:Ventura_Housing@navy.mil)

## • **Liberty Military Housing Contact Information:**

- **Street Address:** 1104 Calle El Halcon Camarillo, CA 93010
- **Phone:** 805-419-4921

## • **Liberty At Your Service:**



- **Option 1:** Resident App | [Liberty At Your Service](#)
- **Option 2:** Resident Portal | [www.LMHResidents.com](http://www.LMHResidents.com)
- **Option 3:** Call Center team members are available **24/7**, including holidays and weekends. | 1.888.578.4141