Appendix B - Frequently Asked Questions for HOMES.mil Users

Purpose: The following questions and answers regarding HOMES.mil are provided for use by installations housing offices and public affairs.

Q. What is HOMES.mil?
A. HOMES.mil is a new official DoD website, designed to provide Service Members, their Families, and DoD civilians access to non-discriminatory community listings.

Q. Who can use HOMES.mil?
A. HOMES.mil can be used by all the Service Members, including the US Coast Guard, families, DoD civilians, and Property Managers.

Q. Can other than Service members and DoD civilians use HOMES.mil?
A. Yes, general public can use HOMES.mil; however, HOMES.mil is a DoD-controlled website that provides limited information to the public. Only registered users can obtain listing addresses and landlord contact information. Non-registered users will only be able to search for basic information. All User data is stored in accordance with DoD Information Assurance requirements.

Q. How do installation housing offices help manage rental listings shown in HOMES.mil?
A. Installation Housing Offices manage rental property listings to ensure accurate information and suitable listings are maintained in HOMES.mil via eMH Referral Component. HOMES.mil is interfaced to eMH to allow Service Installation Housing Offices to monitor and manage accurate rental listings.

Q. Do you have to have an account to access HOMES.mil?
A. Public users can access HOMES.mil without an account and conduct basic searches but cannot select into a listing or contact the housing office without an account.

Q. Are there specific requirements to fully accessing HOMES.mil to conduct searches, contact property managers, and print out rental listings?
A. Service Members and DoD civilians may create an account in HOMES.mil using the "create account" link on the home page. It requires registering with HOMES.mil using DoD Password Rules as noted on HOMES.mil registration page. Once registration is completed, the member will receive an automatic welcome email to HOMES.mil once an account is created. Then one can log into HOMES.mil to begin using the system.

Q. What are the requirements for Property Managers (PMs) to fully access and use HOMES.mil?
A. PMs must create an account completing registration with HOMES.mil using the "create account" link on the home page. It requires approval from local installation housing office and requires at least one listing added before account can be approved. PMs will receive an automatic welcome email to HOMES.mil once approval is received from the installation Housing Office. PMs must log on using the DoD Password Rules and instructions provided via the Welcome to HOMES.mil email from the eMH support Office.

Q. Can Service Members who are also Property Owners list their rental property on HOMES.mil?
A. Service Members, after logging back into HOMES.mil as a Service Member, have options to Change Installation and/or Update Account to Add Listing on the "Landing Page" tab. Once an account is updated to add listing(s) and approved by the installation Housing Office, Service Members (Upgraded Service Members) now add listings to HOMES.mil. Listings will not be visible to other HOMES.mil users until the account is approved by the housing office.

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Q. When using HOMES.mil what if I forget my password, what should I do?

A. When logging into HOMES.mil, account will lock after three failed password attempts. An automatic email will contact a URL to copy and paste to reactivate your account. You may click on "Forgot Password?" link in the upper right corner of the webpage. Tips: Remember to check your email spam or junk folder if you do not receive the HOMES.mil email. Also, you can the "HELP" Link at the bottom of the page.

Q. Can photos be added to the rental listing in HOMES.mil?

A. Up to a maximum of 10 photos can be added to a listing but must be added one photo at a time. Photos are not required as part of the listing. Once a photo is added, a new "Property Photos" tab is created.

Q. Can rental listings expire in HOMES.mil?

A. PM listing(s) not updated in 30 days will receive an email reminder that they have 14 days to update the listing. All listings will be set to "not visible" 14 days after expiration date.

Q. In the Property Listing page, what does the "Date Available" field mean?

A. This date represents the date the listing is available for occupancy.

Q. If a rental listing is removed, can a PM or Upgraded Service Member add the property back to HOMES.mil?

A. You must contact the installation Housing Office to update the information in FHM to see the property after being removed from HOMES.mil.

Q. Can properties be viewed in a map so you can get directions?

A. Yes, you can view properties in Google Maps in HOMES.mil to display the closest listing to the Service Member's assigned installation.

Q. Can you view more than one property at the same time?

A. Yes, HOMES.mil allows users to compare up to four different properties at one time.

Q. Are users logged into HOMES.mil limited to contact the installation housing office where they are assigned?

A. All users logged into HOMES.mil have the option to contact any Housing Office using the Housing Office tab by entering name, email, subject from drop down tab option and a brief message, then press "send" button.