



**DEPARTMENT OF THE NAVY**  
COMMANDER NAVY INSTALLATIONS COMMAND  
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CNICNOTE 11101  
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4 Feb 2020

CNIC NOTICE 11101

From: Commander, Navy Installations Command

Subj: NAVY PRIVATIZED FAMILY HOUSING OVERSIGHT

Ref: (a) CNIC-M 11104.A  
(b) CNICNOTE 11101 of 4 Feb 20, Privatized Navy Family Housing Move-in and Move-out Policy

Encl: (1) Standard Operating Procedures for Navy Privatized Housing Monitoring Matrix  
(2) Health & Safety Standard Operating Procedures

1. Purpose. To provide guidance to Commander, Navy Installations Command (CNIC) headquarters (HQ), regions and installations to support standardized Navy Housing processes and procedures for the oversight of privatized Navy family housing (FH), including standard operating procedures and guidelines to ensure the delivery of expected services.

a. This guidance will provide consistency across the Navy FH Public-Private Venture (PPV) portfolio by updating standardized oversight processes, strengthening documentation requirements and assigning responsibilities for oversight of PPV property management and actions associated with potential health and safety issues.

b. Aggressive oversight is key and expected at all levels to proactively identify, document and track areas of concern to reduce potential life, health and safety issues and prevent escalation of issues that should be addressed at the lowest levels.

2. Background. Responsibility for Navy oversight is shared between CNIC - the supported command and program manager, and Naval Facilities Engineering Command (NAVFAC) - the supporting command and contract execution agent.

3. Scope and Applicability. This notice applies to all CNIC HQ, regions and installations.

4. Policy

a. This notice provides additional guidance for the oversight of property management, validation of resident satisfaction within each privatized housing project and the coordination of project support at all levels within CNIC. Reference (a) defines responsibility for policy, program management, overall coordination and execution of housing programs within CNIC.

b. The primary methods and tools by which installation commanding officers (COs) and their housing teams will provide oversight of PPV property management performance are as follows.

(1) Per enclosure (1), use the monitoring matrix (MMx) tool found in the Enterprise Military Housing (eMH) database, which tracks property management performance in compliance with business agreements.

(2) Per enclosure (2), adhere to the communications and procedural guidelines regarding health and safety concerns identified.

(3) Perform metrics review and assessment of PPV property manager (PM) by providing weekly or bi-weekly metrics reports.

(4) Perform metrics review via the PPV performance dashboard, which feeds region and HQ reports.

c. Per the business agreements, PPV PMs must conduct move-in and move-out inspections with residents. Reference (b) provides guidance on Navy oversight of these inspections. The PPV PMs will communicate with residents to ensure costs of damages and repairs, and their liability are understood.

## 5. Responsibilities

a. CNIC will:

(1) Develop policy to standardize Navy Housing processes and procedures for executing and documenting oversight of privatized Navy FH for the purpose of maximizing quality assurance and resident satisfaction, while minimizing health and safety issues.

(2) Develop objectives and track performance metrics using the MMx, per enclosure (1).

(3) Provide comprehensive guidance to regional commanders (REGCOM), including:

(a) Define standard criteria for identifying health and safety issues, per enclosure (2).

(b) Develop standardized processes for evaluation of data.

(4) Ensure the program is implemented per Navy policy, including reference (a).

(5) Coordinate with NAVFAC as the execution agent for Navy's Military Housing Privatization Initiative.

b. REGCOMs will:

(1) Provide oversight of and assistance to installations in the administration and implementation of the program.

(2) Monitor the progress, usage and effectiveness of the program by reviewing the MMx and other submitted reports from each installation.

(3) Ensure consistency of programming through the respective areas of responsibility.

(4) Use the PPV performance dashboard to assist in monitoring trends.

(5) Assist installations in the development and implementation of comprehensive training and promotional efforts, including combined and coordinated undertakings with PPV partners and other stakeholder entities, designed to provide maximum information to Service Members to achieve the goals of the program.

c. Installation COs will:

(1) Provide comprehensive guidance to Service Members and their respective tenant command leadership regarding PPV housing policies and processes. This includes, but is not limited to, issue resolution, advocacy and other available resources.

(2) Perform oversight to ensure all PPV housing oversight requirements are met through:

(a) Compliance with standard operating procedures for Navy Privatized Housing MMx, enclosure (1).

(b) Compliance with Health and Safety Standard Operating Procedures, enclosure (2).

(c) Utilization and assessment of the PPV performance dashboard.

(3) Track and provide updates on the installation PPV housing program, per REGCOM requirements.

(4) Work with Navy housing installation program directors to better inform Service Members of available housing services.

6. Records Management

a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned for the standard subject identification codes (SSIC) 1000, 2000, and 4000 through 13000 series per the records disposition schedules located on the Department

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of the Navy/Assistant for Administration (DON/AA), Directives and Records Management Division (DRMD) portal page at [https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information Management/Approved%20Record%20Schedules/Forms/AllItems.aspx](https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information%20Management/Approved%20Record%20Schedules/Forms/AllItems.aspx). For SSIC 3000 series dispositions, please refer to part III, chapter 3, of Secretary of the Navy Manual 5210.1 of January 2012.

b. For questions concerning the management of records related to this instruction or the records disposition schedules, please contact your local records manager or the DON/AA DRMD program office.



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Releasability and distribution:

This instruction is cleared for public release and is available electronically only via CNIC Gateway 2.0, <https://g2.cniv.navy.mil/CC/Documents/Forms/Directives%20Only.aspx>

**STANDARD OPERATING PROCEDURES FOR NAVY PRIVATIZED HOUSING**  
**MONITORING MATRIX**

1. Background. This standard operating procedure (SOP) provides supplemental operational guidance on the implementation and standard use of the Navy MMx tool.

a. The procedures described herein will be used by personnel charged with the administration and operation of privatized Navy Housing. Use of this SOP will promote uniform management practices across the CNIC Enterprise and a standard level of service and programs to Service Members and their families.

b. The intent of this SOP is to provide detailed guidance for installations where the Navy is the host command. The procedures apply to Navy oversight of PPV housing.

2. Purpose. The MMx - Volume I, Property Management, is intended to serve as a tool for use by the housing installation program director (IPD), the housing regional program director (RPD) and CNIC Housing (N93) to document and monitor the performance oversight of each PPV project at the installation level. The MMx is tied directly to elements of the project's business agreement, which varies by project.

3. Oversight. The Navy is responsible for the oversight of the property management performance of the PPV PM in accordance with the terms of the business agreements. The MMx is the Navy's primary tool for tracking per the operating agreement and additional quality assurance elements set by the Navy.

4. Responsibilities

a. CNIC Housing HQ will:

(1) Review the monthly MMx and identify trends across the Enterprise.

(2) Follow up with NAVFAC and regions regarding identified issues.

b. Regions will:

(1) Review the MMx monthly and communicate systemic or recurring issues to the NAVFAC business agreement managers (BAM) in summary form, for engagement with the managing member and CNIC HQ for situational awareness.

(2) Coordinate with the BAM and installation to address and resolve the issues identified.

(3) Provide the MMx to CNIC HQ, including summaries and trending data as applicable.

c. Installation Responsibilities:

(1) The installation CO will:

(a) Perform the actions required for oversight of each element of the MMx, per this SOP.

(b) Take action to communicate issues with the PPV PM and region.

(2) The housing IPD will:

(a) Update the MMx tool to record findings, actions and resolutions.

(b) Submit the MMx monthly to the region via the established electronic method.

5. MMx Overview

a. Items for Review. The MMx is a living document that is submitted monthly for region review of the previous calendar month. The following elements are tracked within the MMx to align Navy oversight with property management expectations. Each element contains an objective and instructions to achieve it. Each objective, where applicable, references the specific project's business agreements by document, section and page.

(1) Resident Handbooks. The PPV PM must provide resident handbooks with the lease to ensure residents are aware of their rights and responsibilities as tenants. For proper oversight, the Housing Service Center (HSC) will:

(a) Confirm the PPV PM provides up-to-date resident handbooks.

(b) Observe or review a minimum of 25 percent of lease signings.

(c) Record observed lease signings in the eMH scheduler.

(d) Maintain a copy of the latest handbook provided by the PPV PM.

(e) Record date of current handbook on the MMx monthly.

(2) Resident Compliance. The PPV PM must consistently enforce compliance with community policies as outlined in the lease, addendums and resident handbook. For proper oversight, the HSC will:

(a) Confirm the PPV PM enforces policies in the lease and handbook (commercial use, childcare, guest policy, pet policy, yard care, parking, abandoned vehicles, etc.). Methods

to achieve this include resident feedback, spot-checks, neighborhood drive or walk-through, and reviewing complaints in eMH. Non-enforcement of resident compliance will be reported in the key findings tab.

(b) Utilize the resident handbook and operating agreement for policy awareness.

(c) Track all spot-checks and drive-throughs in the eMH scheduler.

(d) Review the eMH complaints tab.

(3) Crime and Vandalism Resident Education. The PPV PM must provide residents with crime and vandalism information to encourage and support safe neighborhoods and deter crime. For proper oversight, the HSC will:

(a) Verify the PPV PM has a program in place to educate residents on crime or vandalism and potential deterrent measures, including crime watch meetings, crime notification letters or e-mails and a graffiti control program. Meetings, or lack thereof, will be documented in the key findings tab.

(b) Maintain PPV partner documents on the crime education program, including crime notifications.

(c) Track crime watch meetings in the eMH scheduler.

(d) Track resident complaints on crime (complaints module).

(e) Designate a housing representative to attend meetings.

(4) Resident Advisory Boards. The CO must develop and maintain a resident advisory board (RAB). RAB meetings should be attended by the CO or their designated military representative, along with residents from each neighborhood, Navy housing and the PPV PM. For proper oversight, the HSC will:

(a) Document RAB meetings, or lack thereof, in the key findings tab. Document if a RAB is not in place as well, including why and what steps the CO and PPV PM have taken to address this deficiency.

(b) Maintain records of all RAB meeting agendas, attendees and minutes.

(c) Track RAB meetings in the eMH scheduler.

(5) Disaster Preparedness Plan. The PPV PM must maintain a disaster preparedness plan. The PPV PM will communicate the plan to the IPD and residents initially and when updated. For proper oversight, the HSC will:

(a) Ensure the disaster preparedness plan exists and is current with copies provided to the CO, CNIC Operations (N3), RPD and BAM.

(b) Maintain a record of the current PPV partner disaster preparedness plan, including communication efforts with residents prior to and after a possible disaster. If the plan is implemented, after action reports (AAR) should be generated and utilized as required for potential process improvements. AARs should address if the PPV PM actually followed the plan.

(6) Resident Satisfaction Survey Analysis and Action Plans. The PPV PM must conduct Resident Satisfaction Surveys (RSS) and act upon their findings through use of corrective action plans. For proper oversight, the HSC will:

(a) Review results of the RSS. The review should include all three categories (overall satisfaction, property satisfaction and service satisfaction) and resident comments.

(b) Obtain and monitor implementation of PPV PM action plans for low scoring neighborhoods (scores under 70). Comment cards will be reviewed to identify problem areas.

(c) Assure that the PPV PM has responded to every resident request for contact. Report issues with contact follow-up and action plan follow-through in the key findings tab.

(d) Maintain a record of current and previous RSS reports and track all required action plans from the PPV PM.

(e) Meet with PPV PM monthly to discuss progress.

(7) Lease Signings and Move-In Process. The PPV PM must provide residents with information to understand the lease signing and move-in process. For proper oversight, per reference (b), the HSC will:

(a) Observe or review a minimum of 25 percent of lease signings.

(b) Record observed lease signings in the enterprise Military Housing (eMH) scheduler.

(c) Review move-in surveys and maintenance metrics to verify resident satisfaction with the move-in process. Report any issues or irregularities in the key findings tab.



(d) Maintain a current record of the PPV PM move-in process, documents, etc.

(8) Move-In and Move-Out Inspections. The PPV PM must provide residents with move-in ready homes that are clean and require no additional maintenance or repairs at move-in. Per reference (b), for proper oversight, the HSC will:

(a) Attend and observe 100 percent of move-in inspections as staffing levels permit. Track results, including non-attendance with reasons, in the eMH scheduler. Attend move-in tours with PPV staff and residents, and document findings in the approved inspection form.

(b) Report the number of move-ins and the number of HSC accompanied move-ins. Findings will be annotated in the MMx for follow up.

(c) Track all move-in inspections attended in the eMH scheduler and report findings in the eMH inspection tab.

(d) Accompany Service Members on move-out inspections whenever feasible and document in eMH.

(e) Attend pre-move-out inspections as requested by the Service Member or PPV PM.

(f) Report the number of move-outs and the number of HSC accompanied move-outs. Findings will be annotated in the MMx for follow up.

(g) Track all move-out inspections attended in the eMH scheduler and report findings in the eMH inspection tab.

(9) Move-In Follow-Up. The PPV PM must provide residents with move-in ready homes. Per reference (b), for proper oversight, the HSC will:

(a) Using move-in reports from eMH, contact 100 percent of new residents within 30 days of move-in to verify satisfaction with the move-in process and document findings in the eMH scheduler and MMx if there is a complaint.

(b) Review recent move-ins for three or more service calls in the first 30 days of taking occupancy.

(c) Address issues with property management and provide explanations in the key findings column in the MMx.

(d) Report the number of move-ins and number of residents contacted, and by what method. Issues or concerns will be noted in the MMx for follow up.

(e) Review monthly metrics for RSS results (e.g., Satisfacts). Provide details of any home that scored a below average rating per survey criteria.

(f) Track all new residents contacted in eMH via the reception module.

(10) Eviction Procedures. The PPV PM is required to follow eviction procedures. The HSC will:

(a) Maintain awareness of PPV eviction procedures and the execution of evictions.

(b) Maintain a record of current PPV PM eviction procedures.

(c) Review eMH complaints to track evictions and identify any irregularities.

(11) Eviction Notifications. The PPV PM is required to follow proper eviction procedures for notifications. The HSC will:

(a) Ensure the PPV PM notifies the IPD of evictions in advance to allow the HSC to make the tenant command aware and to offer assistance to affected Service Members.

(b) Document eviction conversations and provide to the region in the complaint module of eMH. Record issues in the MMx.

(c) Review eMH complaints and PPV PM records to track evictions and identify any irregularities.

(12) Work Orders. The PPV PM must complete maintenance work orders in a timely manner, with limited reasons to rework an issue. For proper oversight, the HSC will:

(a) Review the records for ten percent of all work orders with one-third (33 percent) coming from each of the three categories: routine, urgent, emergency.

(b) Maintain a current copy of the PPV PM's service level agreements for follow-up on work orders (routine, urgent, emergency).

(c) Query the electronic data warehouse, PPV PM's work order system and review timelines.

(d) Report the following via the MMx:

1. Trends indicating potentially systemic issues.

2. Work orders that exceed three per month for one unit.

3. High frequency service call homes (6 or more in a 90-day period).

(e) Follow-up with residents to inspect work order repair or maintenance. Track in the eMH scheduler and inspection tabs.

(f) Review eMH complaints to track any issues regarding work orders and follow-up.

(13) Life, Health and Safety Work Orders. Life, health and safety work orders are maintenance calls that address immediate risk to people, safety or health hazards, such as an electrical hazard, or any hazard which, because of its mere presence or because it is not fixed quickly enough, is expected to lead a resident to reach out to a physician or health care provider. Per enclosure (2), the HSC will:

(a) Track issues for addressing work orders whereby the resident states high-risk areas including, but not limited to, all health and safety issues.

(b) Extract a monthly health and safety complaint report from eMH and attach it to the MMx.

(c) On a weekly basis, query the PPV PM's work order system and review timelines, work order numbers, PPV PM's comments, etc.

(d) Follow-up with residents and inspect health and safety work orders, and repairs or maintenance, to ensure resident satisfaction. Track in the eMH scheduler and inspection tabs.

(e) Review eMH complaints to track any issues regarding health and safety work orders and follow-up.

(14) Grounds Maintenance. The PPV PM must perform grounds maintenance to provide appealing and safe communities and neighborhoods. For proper oversight, the HSC will:

(a) Verify the PPV PM is maintaining the grounds of the neighborhood according to the business agreements by performing periodic checks on trees, shrubs and gardening on property. Issues will be noted in the key findings tab.

(b) Track all spot-checks and drive-throughs in the eMH scheduler, and review the complaints module.

(15) Community Maintenance. The PPV PM must perform community maintenance to provide appealing, and safe communities and neighborhoods. The PPV PM must ensure the community is safe and clean (i.e., litter is picked up, playground equipment and grounds in good

repair, streets void of potholes, snow and leaf removal is conducted, including the sidewalks, picnic areas, pools, community centers, etc.). For proper oversight, the HSC will:

(a) Walk through the community, review complaints, note the status of neighborhoods in key findings in the MMx and report issues.

(b) Track all spot-checks and drive-throughs in the eMH scheduler and review the complaints module.

(16) Exterior Preventive Maintenance. The PPV PM must perform exterior preventive maintenance to provide appealing and safe housing. For proper oversight, the HSC will:

(a) Walk through neighborhoods to identify preventive maintenance concerns, such as gutters, shingles, caulking, siding, mildew, standing water, lighting and other issues.

(b) Maintain a current record of the PPV PM's preventive maintenance schedule.

(c) Track all spot-checks and drive-throughs in the eMH scheduler, and review the complaints module.

(17) Outdoor Pests and Environmental Impacts. The PPV PM must manage outdoor pests and environmental impacts to provide appealing and safe housing. For proper oversight, the HSC will:

(a) Monitor the PPV PM's program for pest-free premises and amenities with good environmental practice. Methods to achieve this include resident feedback, spot-checking, neighborhood drive or walk-throughs, reviewing complaints in eMH, etc.. Non-compliance will be reported in the key findings tab.

(b) Maintain a current record of the PPV PM's pest management schedule.

(c) Track all spot-checks and drive-throughs in the eMH scheduler and review the complaints module.

(18) Make-Ready Home Inspections. The PPV PM must provide residents with move-in ready homes. For proper oversight, per reference (b), the HSC will:

(a) Identify homes that are vacant and available for make-ready home inspections with the PPV staff. Compare inspections to the last move-out checklist.

(b) Track inspections in the inspection module of eMH. Perform monthly walk-throughs with the PPV staff in at least 50 percent of make-ready homes and record key findings.

(c) Track all make-ready inspections attended in the eMH scheduler.

(d) Report findings of all make-ready inspections in the eMH inspection tab. Report any issues in key findings in the MMx.

(19) Resident Energy Conservation Program Oversight. The PPV PM must follow all Resident Energy Conservation Program (RECP) requirements for appropriate administration of the program. For proper oversight, the HSC will:

(a) Maintain awareness of the PPV PM's RECP customer business processes, and their quality control to include counseling or education processes, usage statements and bills, energy audits, waivers, rebates, delinquencies, progress reporting, and customer feedback. RECP issues will be reported and annotated as required.

(b) Document all known energy audits and RECP issues in the eMH scheduler, inspections and complaint module if needed, and document in key findings in the MMx.

(20) Partnership Meetings. The PPV PM is required to participate in partnership meetings. These meetings provide an opportunity for the PPV PM and installation leadership to meet monthly to discuss issues, concerns and overall site management. This opportunity also provides an open forum to discuss the continuous improvement of management or partnerships. For proper oversight, the HSC will:

(a) Attend and report monthly meetings and any issues scheduling or performing meetings.

(b) Maintain a record of all monthly meeting agendas and notes provided by the PPV PM.

(c) Track all meetings attended in the eMH scheduler.

(21) Reporting Metrics. The PPV PM must complete bi-weekly and monthly metrics from their database. For proper oversight, the HSC will:

(a) Identify any negative trends that should be shared with installation leadership.

(b) Note any significant trends in the key findings column in the MMx.

(22) NAVFAC BAM Interactions. The installation, via the region, is required to notify the NAVFAC BAM as appropriate. For proper oversight, the HSC will:

(a) Identify items in the key findings column that were brought to the NAVFAC BAM's attention.

(b) Note when and how the BAM was notified.

6. How to Report. The Housing IPD is responsible for using the MMx and submitting it monthly, via an established electronic method for region and CNIC HQ review. To investigate and determine any systemic or significant issues, supporting documentation should also be uploaded or referenced. For each month, complete the corresponding tab. This will automatically create an annual roll-up.

a. For each item to be reviewed, the HSC should choose the appropriate status:

(1) The HSC has completed their oversight and no action is needed at this time.

(2) The HSC has completed their oversight and the PPV PM is working towards compliance.

(3) The HSC has completed their oversight, and there is an issue that needs region, BAM or HQ action.

b. Where appropriate, the HSC will fill in key findings to report their oversight actions and provide required information. The HSC must provide key findings for any items that are either marked as in progress or immediate action needed.

## **HEALTH & SAFETY STANDARD OPERATING PROCEDURES**

### **Navy Public-Private Venture Oversight of Life, Health & Safety**

#### **Purpose**

1. The installation CO is responsible for compliance tracking and maintaining awareness of health and safety issues. The Health and Safety SOPs support the oversight of privatized Navy housing by the installation CO. The procedures herein outline how the installation is involved in oversight of the PPV partner's response to and compliance with health and safety requirements.
2. When a life, health and safety issue is identified, these SOPs must be followed to ensure proper oversight at every level. The levels of oversight include following the required actions and notification, as well as documenting and tracking issues as required. This ensures installation COs, REGCOMs, regional program directors (RPD), BAM, the public affairs office (PAO) and CNIC HQ all have visibility of any issues and can perform oversight of the process.
3. The procedures in this guide were designed to ensure Navy awareness of potential life, health and safety risks to residents in privatized housing, increasing Navy visibility of PPV property management actions, minimizing need for escalation and engaging Navy advocacy for our Service Members and families.
4. Areas covered include the required actions to identify and respond to life, health and safety issues, to include documentation and communication requirements and continued oversight actions.

#### **Definitions of Life, Health and Safety and Associated Terms**

“Life” and “safety” in the life, health and safety metric should capture any immediate risk to people posed by any life and safety issue listed in this section. “Health” in the life, health and safety metric should capture any hazard which, due to its presence or failure to be fixed in a timely manner, is expected to lead a resident to reach out to a physician or health care provider.

##### 1. Life and Safety

- a. Security – Damage to doors or windows, or both, including locking mechanisms that enables unauthorized entry into the unit.
- b. Electrical – Damage to wiring or outlets, or wiring faults, that creates an immediate risk for shock or fire.
- c. Structural – Damage to the unit that poses a danger of collapse or additional damage which could potentially create health concerns (e.g., hole in a roof that would allow for water intrusion).

- d. Gas or Propane – Damage to gas and or propane lines or storage devices, that creates an immediate risk for fire, explosion or inhalation of vapors.
- e. Smoke Detector or Sprinklers – Activation of a smoke detector (wiring issues or dead batteries will be annotated as such). Activation of sprinklers or damage to sprinkler heads (water release may trigger water intrusion or mold concerns).
- e. Window Fall Prevention – Damaged or missing locks, or securing mechanisms or window damage which could potentially allow for a child to fall from heights. The Military Housing Privatization Initiative (MHPI), section 2879, requires compliant window fall prevention devices only in newly constructed MHPI homes (constructed after 11 December 2017) and in whole-house renovation homes (completed after 1 September 2018).

## 2. Health

- a. Asbestos – Reported damage to suspected or actual asbestos containing material.
- b. Carbon Monoxide – Activation of a carbon monoxide detector (wiring issues or dead batteries will be annotated as such and will be considered safety issues, not health issues).
- c. Lead Paint – Reported damage to lead-based paint.
- d. Mold or Water Intrusion – Water intrusion that affects structural components, including drywall, ceilings and carpeting, where failure to completely dry within 24 hours may cause conditions for mold growth. Visible mold on non-porous surfaces indicating the presence of excess moisture in the home.
- e. Plumbing – Sewer back-up or blockage of sole toilet in home.
- f. Heating, Ventilation and Air Conditioning – Damage to piping, compressors or other equipment that may result in the release of refrigerants or seasonal weather extremes that would pose a significant concern for the comfort of residents.
- g. Radon – Monitoring results returned above federal, state or local standards.
- h. Drinking Water – Return of any water test results with levels above federal, state or local drinking water standards, or any resident concerns associated with smell, color, taste and turbidity.
- i. Sanitation or Odor – Resident concerns regarding noxious odors or other health concerns not otherwise identified and defined.
- j. Pest Infestation – Report of interior to residence rodent or insect infestation, or both, or repeat calls for pest infestation.



## Actions and Notifications

### Overview

1. When the Navy becomes aware of a potential life, health and safety issue concerning PPV residents, immediate action is required. Awareness can come through various avenues, which may include review of PPV partner work order databases, direct resident contact, site assessments, PPV partner or PM, social media, etc. Once the Navy is aware of a potential life, health and safety issue, it will be immediately addressed and followed until resolution.

2. The following table provides a summary of the events and actions that trigger the requirement for notification.

### Required Actions and Notifications

Notification	Level 1	Level 2	Level 3	Level 4
Participants	IPD and PPV PM or PPV Community Manager, Installation CO	RPD, IPD, BAM, PPV PM, Installation CO, PAO, CNIC N93	RPD or BAM, PPV Managing Member (MM), REGCOM, PAO, CNIC N93	CNIC or Navy Facilities Engineering Command (NAVFAC) Senior Leadership, PAO
Actions	<ul style="list-style-type: none"> <li>• IPD works with PPV PM to validate.</li> <li>• PPV PM presents corrective actions.</li> <li>• enterprise Military Housing (eMH) record created.</li> <li>• Resident contact made and maintained.</li> <li>• eMH closed when resident is satisfied.</li> </ul>	<ul style="list-style-type: none"> <li>• RPD gathers facts.</li> <li>• RPD notifies PAO and CNIC N93.</li> <li>• RPD continues to work with IPD and PPV PM.</li> <li>• RPD notifies BAM, PAO and CNIC N93 of the issue, but continues work.</li> <li>• Issue continually monitored.</li> <li>• eMH continually updated.</li> </ul>	<ul style="list-style-type: none"> <li>• Update to PAO and CNIC N93.</li> <li>• Facts presented.</li> <li>• BAM communicates with MM.</li> <li>• BAM raises issue to LANT and PAC PPV directors who communicate with NAVFAC Atlantic and Pacific.</li> <li>• Region leadership continually updated.</li> </ul>	<ul style="list-style-type: none"> <li>• Update to PAO and CNIC N93.</li> <li>• CNIC and NAVFAC senior leadership reviews all facts.</li> <li>• NAVFAC senior leadership takes action with the limited liability company (LLC).</li> <li>• Business agreement actions will be undertaken as required.</li> </ul>

Actions (cont'd)	<p><b>(Level 1)</b></p> <ul style="list-style-type: none"> <li>• IPD will report life, health and safety issues to the Installation CO.</li> </ul>	<p><b>(Level 2)</b></p> <ul style="list-style-type: none"> <li>• Extract a monthly report from eMH into the MMx.</li> </ul>		
Elevate	<ul style="list-style-type: none"> <li>• Take to the next level if: <ul style="list-style-type: none"> <li>○ Unresolved issues.</li> <li>○ Resolution taking too long.</li> <li>○ Chronic repeat issues.</li> <li>○ Systemic issues.</li> <li>○ Resident dissatisfied with the fix.</li> <li>○ Potential health risk.</li> <li>○ Resident relocation required.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Take to the next level if: <ul style="list-style-type: none"> <li>○ Any unresolved issues.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Take to the next level if: <ul style="list-style-type: none"> <li>○ Issue is not resolved by the PPV partner.</li> <li>○ Regional and NAVFAC commander will raise the issue up to the next level.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

**Required Actions and Notifications**

Required actions (Level 1)	When learning of an issue or potential issue that may result in a life, health and safety risk to residents, the following actions are required:
Preliminary investigations	<p>The IPD will perform preliminary investigations to collect relevant and detailed information about the concern or incident, including the following:</p> <ul style="list-style-type: none"> <li>○ Service Member's name, command and command point of contact (POC).</li> <li>○ Phone number.</li> <li>○ PPV home address.</li> <li>○ Detailed and accurate description of the issue or concern, including dates and times.</li> <li>○ History of interaction between the resident and PPV PM or maintenance personnel. Check Yardi for maintenance notes.</li> </ul>

Preliminary Investigations (cont'd)	<ul style="list-style-type: none"> <li>○ Resident's preferred outcome.</li> <li>○ Obstacles to resident's preferred outcome.</li> <li>○ Alternative solutions.</li> </ul>
Notification to PPV PM	If the issue was discovered through any source other than the PPV PM, the IPD will notify the PPV PM immediately.
PPV PM performs actions to resolve the issue	<p>The PPV PM requires time to investigate the issue to validate if there is a life, health and safety concern. The PPV PM will make a determination if there is a systemic issue and whether the resident requires relocation (temporarily or permanently).</p> <ul style="list-style-type: none"> <li>○ The PPV PM and IPD will collectively review the findings to determine additional action(s) to be taken to resolve the issue or concern to the resident's satisfaction and proceed with notification Levels 1-4 of this enclosure.</li> <li>○ The IPD will participate as appropriate and keep the CO informed.</li> </ul>
Document and maintain record in eMH	The IPD will create a new record in eMH, per reference (a).
Actions toward resolution	<ul style="list-style-type: none"> <li>● The PPV PM has lead, but the IPD will monitor and participate in investigative actions to stay abreast of the issue, actions taken to resolve it and resident's satisfaction with the resolution.</li> <li>● In collaboration with the PPV PM, evaluate the severity for next actions and potential move of residents.</li> <li>● Monitor the issue; follow up with the resident to ensure satisfactory resolution.</li> <li>● Report as described herein.</li> <li>● Maintain and update eMH, per reference (a).</li> </ul>
Required actions (Level 2)	<p>The IPD will immediately notify the CO and the RPD if it is determined the following conditions exist:</p> <ul style="list-style-type: none"> <li>○ Life, health and safety issue(s) present imminent danger to residents.</li> <li>○ Systemic issue(s) have been identified.</li> <li>○ Repeat issue(s) that continue to be unresolved.</li> <li>○ The resident is dissatisfied with the resolution.</li> </ul>
	The IPD will provide weekly updates on the issue(s) to the CO and RPD.
RPD actions	<ul style="list-style-type: none"> <li>● The RPD will work with the PPV PM and the IPD to resolve the issue.</li> <li>● The RPD will make NAVFAC PM aware that an issue is being worked.</li> <li>● The RPD notifies PAO.</li> </ul>

RPD (cont'd)	<ul style="list-style-type: none"> <li>• The IPD will continue to provide updates in eMH.</li> </ul>
Notification to BAM (Level 3)	<ul style="list-style-type: none"> <li>• The RPD will notify and request assistance from the BAM when:               <ul style="list-style-type: none"> <li>○ The PPV PM cannot fund the required actions.</li> <li>○ The PPV PM refuses to complete necessary actions.</li> <li>○ The situation is beyond property management and into business agreements compliance discussions.</li> <li>○ Any situation where the RPD determines BAM assistance is required.</li> </ul> </li> <li>• The BAM will notify LANT and PAC PPV who will inform LANT and PAC commander.</li> <li>• The RPD, BAM and region leadership continue to update PAO.               <ul style="list-style-type: none"> <li>○ PAO involved as appropriate.</li> </ul> </li> </ul>
Notification to CNIC or NAVFAC senior leadership (Level 4)	<ul style="list-style-type: none"> <li>• REGCOM and NAVFAC LANT/PAC CO will notify senior level leadership when the situation cannot be resolved.</li> <li>• NAVFAC special ventures acquisition work with the LLC.</li> </ul>

### Documenting and Tracking Issues in eMH

Purpose	Navy Housing is required to track and document follow-up actions related to housing in eMH regarding notifications of life, health and safety concerns.
Types of Issues	<p>All life, health and safety issues or incidents must be recorded in eMH. Appropriate eMH reports will be attached to the MMx (for privatized housing). Life, health and safety issues include, but are not limited to, the categories in the first section of this enclosure.</p> <p>PPV partners have agreed to provide immediate notification to the Navy for all life, health and safety issues.</p>

### Continual Oversight and Monitoring

Overview	<p>There are a number of oversight processes and tools in place to assist in the continual oversight of the property management of the PPV projects. Three of the more critical processes are the MMx, the site assessment and the installation level review of the maintenance logs.</p> <p>Additionally, it is critical to maintain continual outreach to residents to reinforce the Navy's advocacy role and to monitor social media to maintain awareness of issues that are communicated externally to official channels.</p>
Content	<p>The following topics are included in the next section:</p> <ul style="list-style-type: none"> <li>○ MMx</li> </ul>

Content (cont'd)	<ul style="list-style-type: none"> <li>○ Maintenance Records Review</li> <li>○ Resident Outreach</li> </ul>
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### Monitoring Matrix

Purpose	<p>The MMx, volume 1, serves as a tool for use by the IPD, the regional housing director, the BAM and CNIC HQ to document and monitor the PPV PM's property management performance.</p> <p>There are five volumes of the MMx:</p> <ul style="list-style-type: none"> <li>○ Volume 1: Property Management</li> <li>○ Volume 2: Development</li> <li>○ Volume 3: Financial</li> <li>○ Volume 4: General &amp; Administrative</li> <li>○ Volume 5: Environmental</li> </ul> <p>Monitoring Matrix Volume 1:</p> <p>The CNIC Housing organization, specifically the IPD, is responsible for the oversight of the property management performance of the PPV partner in accordance with the terms of the business agreements. Those terms are elements of the MMx, volume 1. Note that CNIC added elements are not drawn from the business agreements, but are considered key factors for successful Navy oversight.</p> <p>Monitoring Matrix Volumes 2 – 5:</p> <p>NAVFAC is responsible for the oversight covered in volumes 2-5 and as such are not included in this document.</p>
Property Management	<p>The MMx may vary from project to project as the business agreements vary.</p> <p>The MMx takes the form of an Excel workbook. There is a workbook for each installation within a project.</p> <p>Each element provides space to document and track findings.</p>
How to Report	Refer to the MMx Standard Operating Procedure (enclosure (1)).

**Navy Housing Review of PPV PM Maintenance Records**

Purpose	Follow the guidelines below to review, analyze, follow-up and report potential health and safety, and systemic maintenance issues as observed in the review of maintenance call systems.
Maintenance	IPDs located in privatized housing locations have access to the PPV partner or PM maintenance call system.
How to review and items to flag	<ul style="list-style-type: none"> <li>• IPDs will designate a POC responsible for the review and analysis of the maintenance calls and Navy requested reports.</li> <li>• The POC will review the records at a minimum of once a week and proceed with notification Levels 1-4 of this enclosure, as necessary.</li> <li>• The review is focused on service calls for the following high-risk areas: <ul style="list-style-type: none"> <li>○ Mold or water intrusion.</li> <li>○ Lead-based paint.</li> <li>○ Asbestos.</li> <li>○ Radon.</li> <li>○ Carbon monoxide.</li> <li>○ Pest Infestation.</li> <li>○ Statements, complaints or allegations that the PPV housing unit is causing repetitive, chronic or long-term health problems for any resident, or otherwise “making us sick.”</li> <li>○ Repeat maintenance calls of 3 or more for the same issue within a 90-day period.</li> <li>○ Greater than six repair service calls at any residence within one month.</li> <li>○ More than two service calls on newly occupied units.</li> <li>○ Any service call completion that exceeds the business agreement standards (as provided by the BAM), even if parts are not available.</li> <li>○ Any service call feedback where the resident expresses dissatisfaction.</li> </ul> </li> </ul>
Tracking	<ul style="list-style-type: none"> <li>• To assist in analysis, use eMH to obtain a complaint history report on the address.</li> <li>• Compare the current complaint to determine if previously reported.</li> <li>• Use the MMx to track reviews of the maintenance system and to track activities, including contact with the residents, the PM and the region, if required.</li> </ul>

**PPV Resident Outreach**

Goal	The Navy must remain engaged with Service Members and families (and all who seek Navy assistance) and advocate for all residents of PPV housing. Our goal is to develop a continuum of engagement with our families from the time they move in until they check out.
Family outreach	The Navy is concerned and should be engaged to support Service Members and their families. The first step with any issue is for the resident to engage the PPV partner PM for resolution; however, the chain of command, installation or region must provide support in resolving outstanding issues and for continual outreach.
Maintaining contact with residents	<p>Maintain contact with the residents. There are several events which will trigger the need or opportunity to contact residents. They are:</p> <p>New residents.</p> <p>Email inquiries, phone calls, walk ins, blogs, social media, etc. Survey comments.</p> <p>Navy Housing participation in public events.</p>
New residents	<p>Contact new residents by phone approximately one month after move-in. It is critical to clearly identify yourself as a Navy Housing or government employee at the installation level.</p> <p>To identify new residents, run the “Occupancy – Date of Acceptance” reports in eMH.</p> <p>Enter a date range that is from the current date extending back 30 to 60 days.</p> <p>Contact 100 percent of new residents.</p> <ul style="list-style-type: none"> <li>○ Review records to determine if they have already been contacted.</li> </ul> <p>Contact residents to follow-up on their move in process.</p> <ul style="list-style-type: none"> <li>○ Solicit feedback on maintenance practices, customer service, and home and neighborhood quality.</li> </ul> <p>Maintain a record of phone calls and results, and provide this report to the CO, PPV partner and RPD.</p> <p>Document using the MMx (a separate log may be attached to the MMx to document calls).</p>

New residents (cont'd)	Follow procedures for notification levels 1-4 of this enclosure to document, track and perform actions if there are resident issues.
E-mail	Navy Housing receives customer e-mail directly from various sources, including the established Navy websites, and indirectly from other external sources, such as the Office of the Secretary of Defense's (OSD) website. If these e-mail inquiries contain questions or concerns that may be health and safety related from PPV residents, Navy staff will reach out and follow up as outlined in notification Levels 1-4 of this enclosure.
Survey comments, referral survey, and comment follow-up	<p>Review the resident comments from the yearly PPV partner resident satisfaction survey and the quarterly referral survey to monitor and identify problem areas and trends. Referral survey results are distributed to the regional housing directors quarterly and will be provided to IPDs. Review resident comments to monitor and identify problem areas and trends. PPV partners are responsible for contacting any resident that requests it on the survey. However, Navy Housing Service Center personnel should also review comments and follow up with any resident that specifically requests Navy contact or has a problem that appears unresolved.</p> <p>Identify trends or what appear to be systemic issues, or both. Discuss with the PPV PM and notify the RPD.</p> <p>Request an action plan from the PPV PM for any neighborhood scoring less than 70, and continue to monitor the status, recording in the MMx.</p> <p>Request feedback from the PPV partner for every resident that desires to be contacted.</p> <p>Contact residents directly if requested in survey comments. The IPD should follow notification Levels 1 through 4 of this enclosure, as necessary.</p>