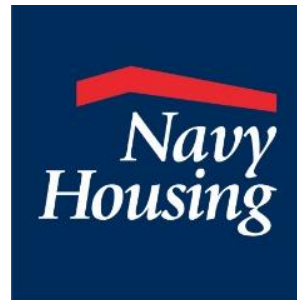




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# ***Public-Private Venture (PPV) Mandatory PPV Housing Resident In-Brief***



***JOINT BASE PEARL HARBOR-HICKAM  
Housing Service Center (HSC)***

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# Welcome



- ❑ **Welcome from the Navy Housing Service Center (HSC) for**
  - **JOINT BASE PEARL HARBOR-HICKAM**
  
- ❑ **MISSION STATEMENT: Our team provides comprehensive readiness support and customer SERVICE to Joint Base Pearl Harbor Hickam warriors and their families in order to enable maximum mission readiness of our tenant commands and activities.**
  
- ❑ **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**
  - **Installation Commanding Officer: CAPT Paul “Jeff” Bernard**
  - **Installation Program Director (IPD): Nanette Baker**

# Welcome



- ***OHANA MILITARY COMMUNITIES/HUNT COMPANIES (OMC/HUNT) is the privatized company that owns and manages family housing at this installation***
  - ***OMC/Hunt and Navy Housing staff share office space for your convenience***
  - ***OMC/Hunt, as the property manager, is the primary contact***
    - ***Maintenance services, concerns, rent/billing issues***
- ***The Navy HSC is here to assist with unresolved issues or concerns***



# Shared Housing Office

- *OMC/Hunt property manager and Navy Housing staff share office space for your convenience*





# Overview of Topics

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



# **JOINT BASE PEARL HARBOR-HICKAM**

## **Housing Service Center**



- The Navy Housing Service Center (HSC) 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**
  
- Navy HSC Contact Information:**
  - **Street Address: 4825 Bougainville Drive, Honolulu, HI 96818**
  - **Phone: 808-474-1820/1821**
  - **Website: [www.cnic.navy.mil/JPBH-H Housing](http://www.cnic.navy.mil/JPBH-H Housing)**
  - **Facebook/Social Media: JOINT BASE PEARL HARBOR HICKAM**
  - **Email: [Hawaii Housing@navy.mil](mailto:Hawaii Housing@navy.mil)**





# PPV Housing at JOINT BASE PEARL HARBOR-HICKAM

- 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**
  - **Central Air Conditioning**
  - **Larger Square Footage than typical homes on the local market**
  - **Landscaped grounds**
  - **Community Pools, fitness centers, playgrounds, dog parks**
  - **24 Hour Emergency Maintenance**
  - **Community Events for residents/sense of community**
- OMC/Hunt Contact Information:**
  - **Street Address: 3349 Catlin Drive, Honolulu, HI 96818**
  - **Phone: 808-839-8690**
  - **Website: [www.ohananavycommunities.com](http://www.ohananavycommunities.com)**
  - **Facebook/Social Media: NAVY FAMILY HOUSING HAWAII**
  - **Email: [navyhawaii@huntcompanies.com](mailto:navyhawaii@huntcompanies.com)**

# 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>OMC/Hunt</b>
Tours the home for quality	Returns the home in good condition
Signs a lease	
<b>OMC/HUNT provides:</b>	<b>OMC/HUNT provides:</b>
Lease signing	An inspection prior to move-out to assess the condition of your home
Keys to Home	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 eligibility questions or unresolved concerns	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 with any unresolved issues at move-in	Support on any unresolved issues





# 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 and 30 days after move-in***
  - ***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***
  
- Residents will be provided the full Tenant Bill of Rights for review***



# 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, the PPV lease includes several addendums:
  - Addendum 1: Mold and Mildew Addendum- Addresses mold and the prevention of mold. Lists resident and property mgr responsibility.
  - Addendum 2: Ohana Pesticide-Impacted Soil Addendum- Addresses the history of pesticide use and how it has impacted the soil around the home. Lists rules and restrictions for residents.
  - Addendum 3: Asbestos Addendum. Addresses the history of use of asbestos in homes built prior to 1981. Lists Resident responsibilities to keep their family safe.
  - Addendum 4: Lead Base Paint Addendum. Addresses the history and use of LBP in homes built prior to 1978. Lists resident and property manager responsibilities.



# Understanding Your Lease, continued

- **Addendum 5: RECP Addendum (Active Duty Homes Only).** Explains RECP Program and outlines resident responsibilities. **Note: Program is currently suspended.**

**You may also be asked to sign additional addendums**

- **Addendum 6: Pet Addendum- Lists paperwork requirements for pet owners.**
- **Addendum 7: Weapons Registration- Lists responsibilities of resident to legally and properly register firearms in order to keep weapons in a OMC/Hunt home.**
- **Addendum 8: Minor Modification Addendum – Request for residents to modify home, i.e. add trampoline, painting of home, etc.**
- **Addendum 9: Satellite Dish Addendum- Request to install satellite dish/dishes and have location approved.**

**It is important to read through and understand what you are signing. If you have questions, contact the HSC**



# Resident Energy Conservation Program (RECP)

- ❑ *The NDAA temporarily suspended 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” electricity usage is determined by averaging the monthly usage of occupied “like-type” homes (size of home and number of bedrooms)*
- ❑ *Residents that use more than the “normal” usage, will receive a bill*
- ❑ *Residents that use less will receive a credit for the amount conserved*
- ❑ *Residents with serious medical conditions may be exempted with Commanding Officer approval*
  - *Wounded Warriors are exempt upon request*

*See the provided RECP flier included with this brief for more information visit [www.cnic.navy.mil/RECP](http://www.cnic.navy.mil/RECP) for detailed information about RECP*



# ***Photovoltaic & Solar Panels and RECP***

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- ***Solar and Photovoltaic (PV) 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***



# 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

## **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 or common spaces***

## **Personal protection/safety and security/firearms.**

- ***Take responsibility for personal safety. Dial 911 in the event of an emergency or civil matter. Non-emergency concerns can be reported to 808-839-4357, or call 808-479-1869 (Securitas), if you live outside the gate.***
- ***All fire arms must be registered with OMC/HUNT and meet all Federal, State and local regulations.***

## **Facility use and services - Pools, community centers use at own risk.**

## **Visitors and guests. Family/friends up to 30 days.**

## **Parking. Designated garage/carport; other undesignated spaces use based on availability.**



# 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*
- *Deposit garbage in trash cans in plastic bags*
- *Keep soiled clothing in clothes hamper or other container*
- *Do not keep empty soft drink cans or bottles under the sink and rinse before placing in recycle bin*

## Prevent Mildew, Moisture, Mold

- *Check your toilets and faucets for leaks*
- *Allow air flow in bathrooms and laundry rooms*
- *Use exhaust fans or windows in bathrooms to eliminate moisture after showers*
- *Change AC air filters monthly*
- *Report leaks and issues immediately*
- *Check drains and keep them clear*
- *Do not block or cover any ventilation or air conditioning ducts*





# *Maintaining Your Home, continued*

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- Prevent Damage to Appliances and Systems*
  - *Check and change your filters*
  - *Clean and monitor major appliances*
  - *Check and change batteries for smoke/CO detectors*
  
- Report Maintenance Issues to OMC/Hunt Immediately!*



# How to Report Maintenance Issues

- ❑ **Contact OMC/Hunt: Report maintenance issues right away**
  - **Maintenance emergencies**
  - **Trouble calls**
  - **Safety concerns**
  
- ❑ **Maintenance Number: 808-839-HELP (4357)**
  - ✓ **For emergency and urgent maintenance requests call: 808-839-HELP (4357)**
  - ✓ **For routine maintenance:**
    - **Submit a Maintenance Request via Rent Café App**
      - **Download the App: Rent Café on Apple Store or Google Play Store**
    - **Submit a Maintenance Request Online**
      - **Web Portal: [www.ohananavycommunities.com](http://www.ohananavycommunities.com)**
    - **You may also call: 808-839-HELP (4357)**

**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>60-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>24-hour initial response</li> <li>10 business day to complete work*</li> </ul>

\* Work to secure the emergency and urgent situation within timeline. Additional repair work outside of the emergent and urgent situation will be completed within routine work order standards.



# Tracking Maintenance/Work Orders

- ❑ **Rent Café is a mobile App that will allow you to submit and track maintenance work orders.**
  
- ❑ **Creating work orders via Rent Café:**
  - ✓ **First, contact your OMC/HUNT neighborhood Resident Service Office (RSO) to retrieve your Resident ID Code**
  - ✓ **Download Rent Café Resident Mobile App**
  - ✓ **Press the Sign Up Link**
  - ✓ **Select Ohana Military Communities- Navy Leasing Service Office, Honolulu, HI 96818**
  - ✓ **Enter email address that matches the primary email on our record**
  - ✓ **Create Password and select Security Question**
  - ✓ **Verify your account via SMS text and a verification code will be sent to primary mobile number**
  - ✓ **Accept terms and conditions**
  - ✓ **Find option to Add a Work Order**
  - ✓ **Click on ICON and it will give step by step instructions**

**If there are any issues, please contact your OMC/Hunt Resident Service Office for assistance**



# ***HSC Issue Resolution Process***

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- Report your issue to your OMC/Hunt property manager (PM)***
- If your issue is not resolved to your satisfaction, contact the Navy HSC***
- The Navy Housing Oversight/Inspection Team is available to help you communicate with OMC/Hunt 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  
Military & Family Support Center (MFSC), Region Legal Service  
Office (RLSO) and, in cases of health concerns, your Primary Care  
Physician***

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# HSC Issue Resolution Process (contd)

The Navy Housing logo consists of the words "Navy Housing" in a serif font, with a red chevron above the word "Navy".

## 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 Issue Resolution Process (contd)

**HOUSING TROUBLES?**

Region Legal Service Offices provide free legal advice and consultation to military tenants and their families residing in on and off-base housing, including residents of PPV housing!

**SECURITY DEPOSITS**      **UNRESOLVED DISPUTES/REPAIRS**      **EARLY LEASE TERMINATIONS**

CALL YOUR NEAREST REGION LEGAL SERVICE OFFICE:

[WWW.JAG.NAVY.MIL](http://WWW.JAG.NAVY.MIL)

The graphic features an illustration of three colorful houses (green, red, and orange) with a white picket fence in front. The background shows a stylized city skyline with blue buildings and white clouds. The text is overlaid on a yellow and black diagonal banner.



# Dispute Resolution Process

- ***Dispute Resolution Process – formal dispute resolution process is still being negotiated among the Services and their respective PPV Partners.***





# Other Local Information

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## *Helpful Website:*

- ✓ *MWR Great Life Hawaii* - [www.greatlifehawaii.com](http://www.greatlifehawaii.com) *Your source for information regarding recreation, child care, schools, family services and much more.*



# 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?



## Navy HSC Contact Information:

- **Street Address: 4825 Bougainville Drive, Honolulu, HI 96818**
- **Phone: 808-474-1820/1821**
- **Website: [www.cnic.navy.mil/Pearl Harbor Hickam, JB](http://www.cnic.navy.mil/Pearl%20Harbor%20Hickam,%20JB)**
- **Facebook/Social Media: JOINT BASE PEARL HARBOR HICKAM**
- **Email: [Hawaii\\_Housing@navy.mil](mailto:Hawaii_Housing@navy.mil)**

## OMC/Hunt Property Manager Contact Information:

- **Street Address: 3349 Catlin Drive, Honolulu, HI 96818**
- **Phone: 808-839-8690**
- **Website: [www.ohananavycommunities.com](http://www.ohananavycommunities.com)**
- **Facebook/Social Media: NAVY FAMILY HOUSING HAWAII**
- **Email: [navyhawaii@huntcompanies.com](mailto:navyhawaii@huntcompanies.com)**