

## Frequently Asked Questions

### ***Do you take advance applications for housing?***

Yes

### ***When can I apply for housing?***

As soon as you receive your official orders to Fort Campbell you can apply for on-post housing. Please go online to complete the application.

### ***Can I select the area where I want to live?***

Yes, if you choose to live off post. Please check with your installations Housing Services Office for areas that may be off limits. If you choose to live on-post, housing areas or designated by rank and family size.

### ***Can I live off-post?***

Yes

### ***How long does it take to find housing?***

It varies for family to family based on what your needs are.

### ***What size are the houses (on-post, off-post) and where can I get/see the floor plan?***

On post housing varies from 2-5 bedrooms. Floor plans can be found on the Campbell Crossing website. Off-Post sizes vary based on what your needs are. Floor plan availability information will have to be requested from the property managers.

### ***What are Basic Allowance for Housing (BAH) entitlement and rent allotments?***

The new BAH rates can be found on the Army Housing Online User Services website.

### ***How and who is starting and stopping my BAH and/or Overseas Housing Allowance (OHA)?***

Your Installation Finance department.

### ***Are there any restrictions on bringing our pets?***

Yes, Please see the Pet information on the homepage for CONUS information only.

### ***What schools are in the area?***

Please see the information for schools on the homepage

### ***Where do I stay while I wait for housing?***

Please contact your installation Housing Services Office for off post short term rentals in CONUS.

### ***Do I get credit if I'm coming from a dependent restricted tour?***

Yes

### ***How much credit (months) do I get from being on a dependent restricted tour?***

Per the AR420-1 you are allowed a maximum of 14 months credit. The date departed your previous duty station prior to the dependent restricted tour will be your eligibility date.

***Do I need renters insurance for on-post, partner or private rental housing?***

Renters insurance is included in your rent payment. Campbell Crossing encourages residents to get additional supplemental insurance.

***Who is eligible for Family housing?***

Military personnel with accompanying family members, DOD civilians and civilians with accompanying family members. Foreign military trainees, unmarried chaplains and unaccompanied married chaplains.

***What is the waiting time for housing?***

This varies by rank and family size; please go to Campbell Crossings website at [www.campbellcrossingllc.com](http://www.campbellcrossingllc.com) for more information

***What determines the list I am placed on and my placement on the list?***

Your rank and family size

***What is a waiting list?***

A waiting list is a list established for each designation of family housing by bedroom composition. The sponsor's grade and bedroom requirement will determine the waiting list on which the name is placed.

***Once placed on the wait list, may I transfer to a different list?***

Yes, the date of eligibility will be the date of change to the new wait list.

***I currently live on post but would like to move to a different house. Can we apply for another wait list?***

Yes, if you gain rank or gain a family member.

***What happens if someone has the same eligibility date as me?***

The position on the waiting list will be determined by rank and date of rank with the senior member having the higher priority.

***What does it mean if my wait list position moves up and down?***

You could have a Service Member reporting from a dependent restricted tour that gets a 12-14 month credit because his eligibility date is higher than yours. Key and Essential personnel have priority, Wounded, ill, or Injured Service Members have priority on the wait list.

***May I request placement on more than one wait list at one time?***

No, you may not be on more than one waiting list at one time.

***How long will my application remain active once submitted?***

Until you PCS, or you request to be removed from the wait list

***What is military Family housing privatization?***

Congress established the Military Housing Privatization Initiative (MHPI) in 1996 as a tool to help the military improve the quality of life for its Service Members by improving the condition of their housing.

***How does military housing privatization affect a Service Member's BAH?***

The partnership agreement requires that residents pay basic rent and utilities equal to their BAH.

***How will rent be paid to the privatized community housing partner and what does it cover?***

Rent will be paid via allotment. It will cover rent, utilities and renters insurance.

***How does privatization affect the service I receive?***

It will improve on the services you receive. The program is designed to improve quality of life and improve housing.

***Will/is there to be a Self-Help program?***

Residents residing in on post housing with Campbell Crossing can take advantage of our Home and Garden Center which provides various lawn equipment items and home repair supplies free of charge.

***What are the requirements for vacating my home?***

The Housing Agreement includes a Military clause requiring that residents notify their Campbell Crossing Community Office in writing within 30 days or as soon as possible if less than 30 days, of notification of transfer to another duty station, retirement, or other action that will result in the termination of the Housing Agreement (supporting documents should be provided). Any other reason for termination will require a 30 day notice.

***When I move, do I have to clean?***

Please visit our website at [www.campbellcrossingllc.com](http://www.campbellcrossingllc.com)

<blockedhttp://www.campbellcrossingllc.com> for requirement and guidelines for clearing your on post home.

***Under privatization, will the partner handle the clearing process, or will it remain with housing?***

The cleaning process will be managed thru the partner and the resident.

***I have two children, one female and one male; how many bedrooms do I qualify for?***

3 bedrooms.

***I have a Family member enrolled in EFMP, how will that affect my on-post housing assignment and waiting time?***

You will have to contact EFMP at the local on-post hospital to determine if you qualify for enrollment in the EFMP program. Based on your enrollment the medical department and the EFMP committee will make a recommendation to Campbell Crossing on the medical need for your family.

***If I live on post, what type of housing can I expect?***

On-post housing varies by unit type, size and bedrooms based on your rank and family size.

***I am a dual military household, whose name will my privatized (on-post partner) housing lease be under?***

The senior ranking Service Member

***I have a dual military household and my wife is stationed at another installation. Can I apply for housing?***

No, Soldiers married to Soldiers must arrive within 120 days of each other to qualify for on post housing.

***Can my spouse or someone else accept a home on my behalf?***

Yes, as long as they have a DFAS Power of attorney.

***In privatized on-post housing will I be responsible for utilities?***

The Army's utility policy is based on the Office of the Secretary of Defense (OSD) policy to provide incentives to residents to conserve energy. The BAH payment collected from residents each month pays for rent, renters insurance, and utilities up to an established baseline for your home's profile. This baseline is calculated at the completion of each month as an average of the consumption for the applicable profile or type home in which you live. This averaging system works well in accommodating weather changes or extremes each month.

***Can I accept on-post housing before I sign into the installation?***

Yes, provided you have completed all the required steps with Campbell Crossings. However, you cannot move in to on-post housing until you have in processed the installation.

***I am a single Service Member with one child, am I eligible for on-post housing?***

Yes

***I'm TDY in route, when can I be put on the housing list?***

You can apply once you receive your orders; however the effective date for signing for housing will not be earlier than PCS reporting date of the Service Member.

***What will my eligibility date be?***

Your eligibility date will be the date that you cleared your previous duty station

***Does it start when I depart my permanent duty station, or when I finish the course or when I arrive at my new permanent duty station?***

When you depart your previous duty station.

***What amenities are included with the privatized on-post community housing?***

Utilities, renters insurance, community centers and all the amenities that is available on the installation. Also, while residing with Campbell Crossing you will be able to enjoy cable ready homes, short term leases, Home and Garden Center, any of our four On-Site Community Offices, 24 hour- maintenance emergency service, playgrounds, splash parks, skate parks and bike trails. Please visit our website [www.campbellcrossingllc.com](http://www.campbellcrossingllc.com) to find out more.

***My Family was assigned to a 4-bedroom home at my last duty station. Will I automatically qualify for a 4-bedroom home?***

If you meet the family size qualification

***Once I am offered a home, how long do I have to accept/decline?***

72 Hours

***What happens if I decline a home?***

If a specific offer of adequate housing is declined, your name will be either removed from, or placed at the bottom of the wait list.

***Will my BAH/OHA cover my rent and utilities?***

Yes,

***If I get married after I have been living off post with a certificate of non-availability (CNA) do I have to apply for on post housing?***

No, but you are eligible to apply if you would like to eventually reside in on-post housing. Upon applying you will need to provide proof of your marriage.

***How much is the rent for off-post housing?***

It varies from Property to Property

***Are there any off limit Landlords?***

Yes, this information can be located on your installation website or by contacting the local Housing Services Office

***How do I get a list of available rentals in the area?***

You can go to the DOD sponsored website, [www.AHRN.com](http://www.AHRN.com); you can also visit your local Housing Services Office

***I just received Deployment Orders. Can I terminate my lease before I depart?***

Yes, once you have received your deployment orders you must contact your property manager to give your 30 day notice to vacate. The Service Members Civil Relief Act covers most leases.

***I received notification that my Family can move on-post but I just renewed my lease. Can I break the lease and move?***

You must contact you property manager for verification. You may/may not have a military clause that allows you to break your lease. Getting on-post housing does not automatically authorize you to break a lease.

***I'm unaccompanied; do I have to live on-post?***

Depending on your marital status. If you are unmarried and E1-E5 you are required to live in single soldier housing. If you are unmarried and E6 and above you are authorized to reside off post. If you are married and unaccompanied any rank and receiving BAH you are not authorized to reside in single soldier housing and must locate housing off post.

***My roommate and I both signed a lease but she has moved out. Can I get out of the lease?***

No, you are both obligated to the lease until it expires. You can talk with your property manager for guidance in this situation.