

## **Frequently Asked Questions**

### ***Do you take advance applications for housing and when can I apply for housing?***

Active duty service members, with current orders are eligible to apply for on-post housing (within ninety (90) days) of the report date specified on the service members orders.

Applications with orders and supporting documentation can be mailed, faxed, emailed, hand delivered, or submitted online. All active duty service members who apply for on-post housing are required to submit the following documentation along with their housing application:

- Copy of current Orders
- Copy of Form DD1172 (DEERS Enrollment...must be updated within last 12 months)
- Applicants will be required to present valid identification and DA 31 during processing of Housing Application or upon initial visit to the local housing office.

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

You can indicate a preference for a particular housing area/neighborhood to the partner but it may increase your waiting time on a wait list.

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

Yes you may choose to live off post. There is no mandatory requirement to live on the installation unless you are Key and Essential Priority 1 status or a single soldier E1 – E5, who must reside in the Single Soldier Barracks unless given an approved Certificate of Non-Availability issued by the Garrison Commander.

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

Floor plans are sometimes available on the Automated Housing Referral Network for both on and off post housing units. You may also visit [www.carlislebarrackshomes.com](http://www.carlislebarrackshomes.com) to view floor plans for on post housing units at Carlisle Barracks.

### ***Will military members still have the option to live off-post?***

At this time there is no requirement for married military members to reside on post in CONUS. However, single soldiers in the ranks of E1-E5 that do not have a Certificate of Non-availability approved by the Garrison Commander will be required to reside in the Enlisted Single Soldier Barracks and forfeit their BAH at the without dependent rate.

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

The basic allowance for housing rates vary based on geographic areas and can be found at <https://www.defensetravel.dod.mil/site/bah.cfm>.

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

Yes there are restrictions on number of pets and certain restricted breeds at Carlisle Barracks; please visit [www.carlislebarrackshomes.com](http://www.carlislebarrackshomes.com) and go to the Forms and Guides section and click on the pet addendum to get the rules for number and types of pets that are allowed on post at Carlisle Barracks.

***Is there Army Lodging at Carlisle Barracks while I wait for housing?***

There is an on post Army Lodging facility that you may contact at 717 245-4245 for availability of lodging while you are waiting for on or off post housing to become available.. If on post lodging is not available they will assist you in locating a hotel or motel off the installation. There may also be short term negotiable leases on rental properties that are listed on the Automated Housing Referral Network (AHRN) at [www.ahrn.com](http://www.ahrn.com) that you could lease until on-post housing is available for your move in.

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

You will get a credit back to the date you departed the states for your unaccompanied duty station prior to the unaccompanied tour up to a credit of 14 months time.

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

Yes Rental insurance is recommended for off-post housing. Each Active Duty Military Member will be provided with renter's insurance while residing in

Balfour Beatty Communities. The insurance provides coverage of \$20,000 for the Service Member's home contents (personal property only), and personal liability coverage of \$100,000 with a \$250 deductible.

This coverage does not extend to any liability arising from the use of motor vehicles nor does this coverage extend to any liability arising from assault and batteries, punitive or exemplary damages, the operation of home day care services, and/or any other in-home business.

This insurance policy will be paid for by Balfour Beatty Communities, it is automatic and mandatory; coverage cannot be waived by the Service Member. Each resident will be provided with a brochure explaining the program. All claims must be reported to the management office immediately for processing. Claims submitted more than 24 hours after occurrence may not be covered. Balfour Beatty Communities encourages all residents to obtain additional renters insurance for full coverage of their belongings. This insurance is meant to be used as a supplement to existing insurance.

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

The Balfour Beatty Communities Management Office will maintain the waiting lists by rank and bedroom requirement. Placement on the waiting list will be by eligibility date.

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

A waiting list shall be established for each designation of Family housing by bedroom composition. Separate waiting lists may be established when the housing units are designated for special uses, such as students.

The sponsor's grade and bedroom requirement will determine the waiting list on which the name is placed. The relative position on a waiting list will be determined by eligibility date. All other criteria being equal, the position on the waiting list will be determined by rank and date of rank with the senior member having the higher priority.

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

If resident becomes entitled to a higher housing category because of promotion, or increase in number of dependents, resident may be placed on our waiting list for another home. Contact Balfour Beatty Communities Office for guidance concerning placement on the waiting list for an appropriate unit.

The effective date of the application is the date the resident applies, and the move is at their own expense. The six month initial lease requirement must be completed before transfer may be affected. If your rank, marital status or family member status changes during the time you are on a waiting list you may transfer to the proper waiting list that you then are eligible for prior to accepting on post housing.

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

You can only be on one waiting list at a time.

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

The amount of your rent is set at your BAH at the with-dependant rate based on the DPC for Carlisle.

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

Rent is paid by Allotment. Your BAH will be wired to the Military Assistance Corporation (MAC) who is a contractor that collects allotments and remits these payments to vendors. MAC will wire the funds to Carlisle Barracks/Picatinny Arsenal Housing, LLC (Balfour Beatty Communities).

You will see your BAH on your LES as an entitlement and as a payment to Carlisle Barracks/Picatinny Arsenal Housing, LLC. The advantages of payment by Allotment are that you will not be required to pay a Security Deposit and your rent will be due in arrears.

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

Balfour Beatty Communities currently has a Self-help Program in place located at Young Hall's Renovation office (look for "Self-help" signs).

The primary purpose of this program is to provide the Balfour Beatty Community resident with light bulbs and HVAC filters for replacement in lieu of submitting a service request. Hours of Operation for the Self-help Center are Tuesday 0900 to 1100; Thursdays 1400-1600. All other repairs are handled through submission of a service request which are responded to by the on-site professional maintenance personnel.

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

Under privatization the partner will handle the clearing process for move out requirements and processes. Please visit [www.carlislebarrackshomes.com](http://www.carlislebarrackshomes.com) Forms and Guides and then Cleaning and Move Out requirements. Cleaning/Move Out Requirements are also listed in the Resident Guide also available online at the [www.carlislebarrackshomes.com](http://www.carlislebarrackshomes.com) website. The Army Housing Division will be the soldier's advocate to ensure that service member's rights are being protected for all housing services.

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

At Carlisle Barracks it is a one bedroom per child policy.

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

EFMP requests will be reviewed and submitted to the proper medical authority on the installation to determine medical necessity to reside on the installation and then once approved wait list position and waiting time will be determined.

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

Please visit [www.carlislebarrackshomes.com](http://www.carlislebarrackshomes.com) to view the floor plans for your rank and bedroom requirement and the service that will be provided by Balfour Beatty Communities.

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

The higher ranking spouse will be identified on the lease. Dual military will pay rent equal to the "with dependents" BAH of the higher ranking spouse. This holds true, regardless which spouse carries the dependents on their Page 2 and actually collects at the "with dependents" rate.

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

If both service members are at separate installations and have no dependents each will be considered as single without dependents at each installation and housed under the single soldier policies. The service member that has dependents can apply for family housing at their duty station but must have the dependent(s) reside with them 6 months plus one day per year to qualify for family housing.

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

Please designate a special or general power-of-attorney for your spouse. If you are unable to do that, please contact the Community Management Office at 717 243-7177 for further assistance.

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

Currently utilities (gas, electric, water and sewer) are included in your rent. Once all of the homes in a neighborhood are equipped with electric and gas meters, consumption and costs will be tracked for one year. An average consumption will be determined for each type of unit in each neighborhood and this will be established as the initial utility allowance.

This allowance will be placed in a reserve account. Residents whose consumption exceeds 115% of that initial utility allowance will be billed for that excess amount over 115% on a quarterly basis in arrears. Residents whose consumption is at less than 85% of the initial utility allowance will be given a credit for the cumulative savings at the end of their lease.

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

Yes you are eligible for on post family housing as long as your child is listed as a dependent on your DEERS form DD1172 and you are collecting BAH at the with dependent rate and the child resides with you at the installation for at least 6 months and one day per year.

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

You may be placed on the waiting list as of the date you depart your current duty station en route to the TDY as long as you send the proper paperwork for application and placement on a waiting list. Please visit [www.carlislebarrackshomes.com](http://www.carlislebarrackshomes.com) for application procedures to apply for on post family housing.

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

Your rent will include your electric, gas, water, sewer, and fuel oil for heat as well as lawn care and trash pickup. It also includes a Personal Property Insurance policy to cover your personal belongings up to \$20,000 with a \$250 deductible.

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

It is a one bedroom per child policy at Carlisle Barracks and is not based on number of bedrooms given at a prior installation since you may have been previously housed in one bedroom greater or less than your requirement.

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

You have two days to accept or decline an offer for on post housing.

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

On the first declination your name is placed at the bottom of the wait list with your new eligibility date being the date you declined. You will then have one more offer of a different dwelling unit and if that unit is declined you will be removed from the waiting list altogether.

***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?***

Currently, there is no mandatory requirement to reside on post in family housing as a married soldier and once given a Certificate of Non-availability you are permitted to reside off-post. Married service members are not required to reside on post.

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

Rental rates vary depending on the size, location and amenities that are offered in each rental unit. At the [www.ahrn.com](http://www.ahrn.com) website you can register as a military member and browse available rental listings for an idea on how much off-post housing will be for a particular geographic area. There is an estimated housing cost chart included in this documentation that states estimated off post housing rental and for sale costs.

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

Available rentals are available for viewing at [www.ahrn.com](http://www.ahrn.com) which is a Department Of Defense sponsored website that is simple and easy to use and allows 24/7 access to search for available listings in and around duty stations.

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

The lease contains provisions that will allow you to break your lease with thirty (30) days notice and a copy of the orders.

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

Every lease is worded differently for off post housing so you should bring your lease by the Housing Services Office at Carlisle Barracks or the Judge Advocate General Office for review. Some leases specifically state that you may not break the lease for moving into government/privatized housing on post and military clauses also limit the reasons you may legally break a lease.

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

Soldiers in the ranks of E1 – E5 are required to reside in the Single Soldiers Barracks per Army Regulation 420-1 unless they receive a certificate of non-availability signed by the Garrison Commander for approved exceptions to reside off post.

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

You should bring a copy of your lease to the Housing Services Office for review. Legal breaking of a lease will depend on how the lease is worded per responsibility for payment and completion of the lease when rented to more than one tenant. Some leases state that if one tenant leaves or breaks the lease then all tenants can be sued or be liable for remainder of lease fulfillment. Every lease may be worded differently.