

## Frequently Asked Questions

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

Yes, advance applications are accepted on the Island Palm Communities website.

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

You may apply as soon as you receive orders to Hawaii.

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

Yes, as long as it is within your pay grade category and bedroom requirement.

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

Yes if you have command sponsored dependents. Unaccompanied personnel in pay grade E-5 and below will reside in the barracks.

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

Depending on availability and time of arrival, wait time varies per wait list. Go to [www.islandpalmcommunities.com](http://www.islandpalmcommunities.com), click on "Apply for a Home", then click on "Waitlist Status."

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

On-post information is available by going to [www.islandpalmcommunities.com](http://www.islandpalmcommunities.com), under "Apply for a Home" click on a community to view floor plans.

Off-post rentals can be viewed by going to [www.ahrn.com](http://www.ahrn.com).

### ***I've heard the electric systems are different in Germany/Japan/Korea, will my appliances work or will I have to buy new ones?***

Service members E5 and above new to the area can request an appliance loan for 30 days. Extensions are permitted on a case by case basis. Service members E-4 and below may use washers and dryers for the duration of their tour. Washers require a standard 110 outlet. Dryers require a 220 volt outlet.

### ***Is housing overseas different from US homes?***

Housing in Hawaii both on and off-post is smaller. Basements are rare.

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

Duplicate question.

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

Rent is collected in arrears via an allotment. Allotments are set up by Island Palm Communities during the first full month of residency. SM is responsible for a prorated portion of the rent upon move in for the initial period. Payment can be made by money order, cashier's check, credit or debit cards.

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

Island Palm Communities will start and stop housing BAH allotments if you reside on-post. DFAS starts and stops BAH for those who reside off-post.

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

Yes, there are restrictions on the number of pets as well as the type/breed of dog if you choose to reside on-post.

**Restrictions on the number of pets?**

No more than two pets are permitted.

**Restrictions on the type/breed of dog?**

Island Palm Communities abides by DA policy on breed restriction. See <http://www.islandpalmcommunities.com>, "Island Palm Communities Pet Policy Addressing Breed Restrictions." Pit bulls, (American Staffordshire Bull Terriers or English Staffordshire Bull Terriers), Rottweilers, Doberman Pinschers, Chows, and wolf hybrids are considered to be aggressive or potentially aggressive and may not be boarded in privatized housing.

**Restriction on the type of pet, i.e., "Can I have my pet snake/iguana/ferret/pot-bellied pig?"**

Island Palm Communities also abides by State of Hawaii animal restrictions. Snakes, iguana, ferrets and hamsters are a few of the animals prohibited from entry or possession by private individuals in the State of Hawaii. See <http://hawaii.gov/hdoa/pi/pg/animal> for further information.

Also restricted in family housing are wild animals, farm animals and exotic animals such as pigs, rats, mice, chickens, monkeys and reptiles.

**What schools are in the area? Schofield Barracks/Wheeler AAF/Helemano:**

Hale Kula Elementary/ Solomon Elementary/Wheeler Elementary/Wahiawa Elementary  
Wheeler Middle School  
Leilehua High School.

**Fort Shafter/Tripler/Aliamanu Military Reservation:**

Fort Shafter Elementary/ Moanalua Elementary/ Pearl Harbor Kai Elementary/ Nimitz Elementary/ Makalapa Elementary/ Mokulele Elementary/ Red Hill Elementary  
Aliamanu Intermediate/Moanalua Middle  
Moanalua High School  
Radord High School

**What is the best school?**

Refer to Department of Education website at <http://doe.k12.hi.us/index.html> or [www.greatschools.org/hawaii](http://www.greatschools.org/hawaii) or [www.honolulumagazine.com/Honolulu-Magazine/Schools](http://www.honolulumagazine.com/Honolulu-Magazine/Schools)

**What is the loaner furniture program? May I keep the loaner items for my tour of duty?**

No, only up to 60 days after move-in. On-post housing only.

**How long can I keep the loaner furniture when I arrive/depart?**

60 days.

**Do you issue furniture/appliances on a permanent basis?**

Appliances are issued on the permanent basis to Service members E-4 and below.

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

Service members with families are authorized up to 60 days of Temporary Lodging Allowance (TLA) at an approved facility while awaiting housing.

**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?***

Fourteen months.

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

BAH is meant to cover basic renter's insurance. Additional insurance is highly recommended.

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

Active duty members with dependents assigned or attached for duty at the installation.

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

Wait times differ based on availability and time of arrival.

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

Rank and number of dependents not including your spouse and eligibility date.

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

A wait list is a list of members who are interested in residing on-post to include advance applications, inbounds on TLA, members residing off-post and members who acquire dependents after arrival to include pregnant members.

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

Yes, your eligibility on the new list stays the same.

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

Wait list then sorts by rank, date of rank and application date.

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

Key and Essential personnel, residents moving due to upcoming demolition, residents or inbound members with medical priority and members coming from a dependent restricted tour have priority on the wait list. As members move into a home, you may move up on the wait list. As members are added to the wait list, your position may move downward based on your eligibility date.

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

No, only one wait list at the time, however, your counselor can monitor multiple wait lists based on your rank and bedroom requirement in both North and South regions.

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

Application remains active at all times unless SM requests to be removed.

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

Congress established the Military Housing Privatization Initiative in 1996 as a tool to help the military improve the quality of life by improving the condition of their housing. The initiative was designed to attract private sector financing, expertise and innovation to provide housing faster and more efficiently.

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

BAH pays for rent via an allotment.

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

BAH covers everything except for telephone, cable and internet service.

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

Maintenance and property management services are supported by resident's rent. There is no additional cost to live in privatized military housing except for electric consumption which is above the established monthly baseline.

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

Currently certain items are available at each of the community centers. Future plans to open a Self-Help center are being discussed.

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

A 28-day notice to vacate must be provided to the community center in writing either due to military orders or if you are on a month to month lease (after one year) and choose to move off-post.

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

Yes, or you may opt to pay a set cleaning fee.

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

Island Palm Communities handles the clearing process.

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

You are eligible for a 3-bedroom.

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

If housing needs to accommodate a specific medical condition that directly ties to the type of homes offered, a Medical Board request must be submitted to Tripler Army Medical Center's Medical Review Board for determination to warrant such offer. An Island Palms Community representative will submit the request directly to the Medical Board.

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

New, post 80's, pre 80's, renovated homes (ECOM=Enhanced Change of Occupancy Maintenance) and historic homes per pay grade and bedroom requirement.

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

The senior member, although both Service members will sign the lease agreement.

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

If member is E5 and below with no other dependents, he or she will remain in the barracks. If there are other dependents besides the spouse, he/she is eligible to apply.

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

Yes, a member has to have either arrived on island or signed in or has directed in his/her orders to report early.

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

Not unless there is an increase in family size, decrease in family size (with dependent to without dependent) promotion from one pay grade category to another (JNCO to SNCO,

Company Grade to Field Grade, SNCO to SGM, Field Grade to Senior Officer), Key and Essential position, applicable duty station change, demolition and Medical Board approval for a specific type of home and when there are health and safety issues.

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

Utility allowance is built into the BAH. Residents who stay within a monthly floating baseline, do not have to pay for utilities; those whose monthly consumption is below baseline, will receive a refund and those whose consumption is above baseline, will pay for the difference. Mock billing started on 7/1/10. The Commander of USAG-HI will determine when real billing will begin within one year of commencement of mock billing.

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

Yes, if your orders dictate early reporting of dependents. An authorized family member or a designated representative with the RCI Special Power of Attorney is authorized to sign the lease agreement on your behalf prior to your arrival.

***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 are eligible to be placed on the housing list as soon as you receive orders.

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

Date of detachment from your last 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?***

The date you signed out of your last permanent duty station.

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

Island Palm Community residents have use of community centers within their area. All community centers have activity rooms, a theater, some have a fitness center and swimming pool, playground, and skate park.

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

No, housing assignment is based on rank and bedroom requirement per command sponsored family size. An upgrade is considered if there is availability.

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

All applicants view a prospective home with a Leasing Consultant and have 24 hours to accept or decline.

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

If a home is declined after an extensive search for a home that fits a SM's needs and wants within a reasonable time frame and SM agrees to be offered such home and chooses to decline after the viewing, he/she will be dropped to bottom of the waitlist.

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

BAH is meant to cover rent and utilities as long as utility costs do not exceed the monthly baseline on electric consumption.

***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, it's the member's choice to decide where he/she wants to live.

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

Rent varies by neighborhood, area on the island, type of home and amenities provided.

Go to [www.ahrn.com](http://www.ahrn.com) for a list of available rentals.

***Are there any off limit landlords?***

No.

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

Go to [www.ahrn.com](http://www.ahrn.com) or other public sources, such as the local newspaper, [www.staradvertiser.com](http://www.staradvertiser.com), rental publications and on line search sites.

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

Yes, with 28 days written notice and a copy of your orders.

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

No, you must abide by the terms of your rental agreement unless there is a clause in the agreement permitting termination when on-post housing becomes available.

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

Yes.

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

No, as you both signed the lease, you are bound to it