

Frequently Asked Questions

Do you take advance applications for housing?

Yes. You can receive a paper application via email if you contact 907-356-7000 or submit an online application at <http://www.nhcalaska.com>.

When can I apply for housing?

Once official orders are received.

Can I select the area where I want to live?

On Post: Any service member is able to put in preferences for a certain type of housing or an area where they would like to live and we will make note of it. Upon arrival we will offer first home available with service member available. If we have 2 homes with a move in of the same day and we can meet some or all of the preferences given, we will offer the home that meet the most preferences.

Can I live off-post?

Yes.

How long does it take to find housing?

Date of arrival or with-in 30 days.

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

North Haven offers 2, 3, 4, and 5 bedroom homes. Qualifications are based on rank and number of command sponsored dependents. All the floor plans offered are available on our website <http://www.nhcalaska.com> under the search for a home feature. On Post: 1690 - 2, 3, 4, and 5 bedroom homes are available. Most homes on post range from 1,476 sq ft to 3,249 sq ft. Click on the Become a Resident, then Search for a Home tab for viewing. Floor plans for on-post housing can be viewed at the following website: <http://www.nhcalaska.com>. Off-post homes range from 500 sq ft – 1400 sq ft.

Is housing overseas different from US homes?

Housing in Alaska is the same.

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

Yes, the individual has the option.

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

BAH for Fairbanks Alaska <http://www.defensetravel.dod.mil/site/bah.cfm>. North Haven's (on post housing) rent allotments are equal to the service members allotted amount of BAH for their rank at a with dependent rate for Alaska. (Regardless if they are collecting a with dependent rate or an Alaska rate)

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

Need to check with Finance concerning starting /stopping entitlements.

Are there any restrictions on bringing our pets?

No.

Restrictions on the number of pets?

North Haven communities allows 2 domesticated pets (dogs and cats). In addition to those, you can have fish in a 20 gallon tank or smaller and birds excluding birds of prey.

Restrictions on the type/breed of dog?

For the purposes of this policy, aggressive or potentially aggressive breeds of dogs are defined as Presna Canario, Cane Corso American Staffordshire Terriers or Staffordshire Bull Terriers (aka Pit Bulls), Neapolitan Mastiff, Rottweilers, Doberman Pinschers, Chow Chows, and wolf hybrids.

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

In addition to the breeds of dogs that are restricted in on base housing, you cannot have Reptiles, Arachnids, Rodents, Wild animals, Farm animals, or Birds of prey. Information on specific animals can be found on NHC’s website at <http://www.nhcalaska.com/Become-a-Resident/Planning-Your-Move/Shipping-Your-Pets>.

What schools are in the area?

Visit the website and contact the School Liaison Office concerning any information about schools in the local area 907-353-9377. <http://www.northstar.k12.ak.us>. Local Colleges & Universities: <http://www.uaf.edu>

What is the best school?

Please contact the School Liaison Officer at 907-353-9377.

What is the loaner furniture program?

There is currently no loaner program in place.

Where do I stay while I wait for housing?

The option of IHG Lodging on Fort Wainwright or any hotel/motel off post.

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

Yes, as it applies to the North Haven on post housing wait list.

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

Your eligibility date will be the date that you departed from your previous duty station for dependent restricted tour (credit given for no more than 14 months maximum and only if the service member was married prior to going on the dependent restricted tour. If service member enters into marriage during tour, the date of marriage is used as the eligibility date).

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

Recommend you have renters insurance. North Haven Communities provides a \$20,000 renters insurance when you sign your lease. Since the value of your home may exceed the \$20,000 provided from NHC, you are more than willing to get an additional policy on top of the one that is provided to you.

Who is eligible for Family housing?

Any service member with at least one command sponsored dependent can occupy on post housing.

What is the waiting time for housing?

Wait times are estimated from the last 10-15 people who were offered housing and how long they waited from eligibility date to move in. These times vary depending on PCS cycles and other known circumstances such as deployments.

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

The wait list you are placed on is based on rank and number of command sponsored dependents. Your placement on the list is based on priority (usually all incoming service members are priority 2 unless deemed Key and Essential personnel) and either your report date or date you sign out on leave given you have provided a DA-31 leave form.

What is a waiting list?

A waiting list is a list maintained by the leasing department to track who is interested in on post housing, when they are eligible for on post housing, and to be able to attach a service member at the time of offer to a home.

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

If a service member is sitting on a wait list determined by their rank and number of command sponsored dependents, they can transfer to a different list only if their rank or number of command sponsored dependents changes. If a service member is expecting a child, they can also transfer wait lists provided we receive a pregnancy letter verifying expected due date and will be active in their 3rd trimester on the new wait list.

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

Rank and date of rank.

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

There are many reasons why your wait list position can change; a Soldier was added to the wait list with a higher eligibility date, a Soldier with a higher priority as determined by the Army's Wait List Priority was added to the wait list, a Soldier accepted an offer for a home, or someone chose to be removed from the waitlist. New applications are processed and homes are leased daily, so expect that your wait list number may frequently change.

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

No.

How long will my application remain active once submitted?

Your application will always remain active unless you cannot be contacted for 6 consecutive months.

What is military Family housing privatization?

Housing at Fort Wainwright privatized as of April 1, 2009. This means North Haven manages and maintains all of the homes on Fort Wainwright. We have a dedicated team of employees to meet the needs of our residents, as well as an emergency maintenance technician on call 24 hours a day.

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

The service member will see their BAH on their LES, then they will see an allotment for the same amount made out to NHC privatized housing.

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

Rent is paid through an allotment directly to North Haven Communities and it covers all costs associated with living in the home i.e. electric, fuel, water, trash, and sewage. The only additional cost for the service member would be if they elected to have cable and internet or a pet.

How does privatization affect the service I receive?

Not affected.

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

North Haven Communities has a self-help for things like lawn mowers, rakes, weed eaters, and grass seed. All maintenance related items are called in on a work order and maintenance takes care of them.

What are the requirements for vacating my home?

Service members need to provide a 30 day written notice.

When I move, do I have to clean?

NHC has designed a simple move-out process for the military families that eliminates the need for stressful “white-glove” inspections. A home that is cleaned on a regular basis should only require sweep, mop and vacuum, windows should all have screens and blinds should be wiped down, wipe down kitchen appliances & cabinets inside and out, walls should be clean, no need to remove nails, if you painted, you must primer any painted walls so no color is showing through, bathrooms must be cleaned and deodorized, residents with excessive dirt or pets should shampoo and deodorize carpet, clean up yard and garage area, garage and patio should be swept, clean out trash cans, driveway should be free of snow and ice, and yard must be mowed and free of all debris and pet feces.

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

Privatized partner will first clear you from your home and provide a termination letter that will then be brought back to Housing who will sign your clearing paperwork.

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

At Fort Wainwright, it does not matter the sex of the dependents, we will offer one bedroom for each command sponsored dependent other than the spouse. (Service member and spouse get one room) In this scenario, the service member would receive a 3 bedroom home.

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

If you have a family member enrolled in EFMP and need accommodations in your home for them, you will submit a request for those accommodations and when approved, you will be added to a wait list that offers the home that meets your accommodations. These wait times vary as on all wait lists.

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

North Haven has various styles and ages of homes. Options available such as legacy homes, renovated homes, and brand new homes that offer a minimum of 2 bedrooms and not to exceed 5 bedrooms.

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

The lease will reside in the higher ranking service member's name.

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

You can apply for housing if you have at least one command sponsored dependent on your orders.

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

Anyone can accept a home on your behalf given they are in possession of a Special Power of Attorney for housing.

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

After completing a one year lease, you can submit a move over request to be offered a different style home, neighborhood, or larger home depending on current situation.

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

No.

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

Yes.

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

Yes, as long as the child is command sponsored.

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

Yes.

What will my eligibility date be?

You will be placed on the wait list with your eligibility date set as the date that you signed out of your permanent duty station to go TDY.

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

All the appliances, free lawn care, snow removal, no deposit.

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

Not necessarily. NHC bases housing qualifications off of rank and number of command sponsored dependents.

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

You have 24 hours to accept or decline an offer. When you do your walk through on day of move in, you will have another opportunity to decline the home after you see it but before signing your lease.

What happens if I decline a home?

If you are on TLA, and you decline a home your TLA will stop.

Will my BAH/OHA cover my rent and utilities?

BAH covers rent and utilities if you live in on post housing.

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

No, this is your option.

How much is the rent for off-post housing?

Rent range from \$900 to 2217, depending on size, apartment vs house.

Are there any off limit Landlords?

No.

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

Go to <https://www.housing.army.mil> and Community Housing menu.

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

If you received deployment orders it depends on what you need to happen, if in a lease, must give 30 day notice with documentation to landlord, usually when rent is due.

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

No, however, you need to make sure you have the funding to live off post.