

## Frequently Asked Questions

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

No. You must apply in person at Camp Zama Housing Office; all application must be verified and approved by MPD or CPAC prior to authorization for placement on the waiting list.

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

Members are required to report to the Housing Office with-in 72 hours after arrival.

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

No. Housing is offer based on availability, the first available unit will be offered to you.

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

Only with an approved Exception to Policy (ETP).

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

It varies but normally between 30 to 60 days.

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

Sizes vary from 854 sq ft (2BR) to 1500 sq ft (4BR). No data for off-post.

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

Electric system in Japan is 50 hertz vs. 60 hertz in U.S. Normally microwaves, irons, toasters work with no problem but clock with microwave may not work properly. Kitchen appliances (Refrigerator, stove, dishwasher, washing machine, dryers are provided, provided you are entitled based on your orders.)

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

Yes, the government quarters and the homes in the local community are smaller than the homes in the US.

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

USAG-J Housing is under a Mandatory On-Post Housing Assignment Policy. Incoming SMs with permanent duty in Japan are mandatorily assigned to On-Post Government Housing when available. Only with an approved ETP can one lives off-post

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

Service Members that are approved to reside off post receive Overseas Housing Allowance (OHA) versus BAH, which varies based on the YEN rate.

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

The BAH/OHA is normally started and stopped by either a termination notice or assignment notice to the SM finance office.

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

The number of register able pets will be limited to any combination of two (2) animals (Dogs and/or Cats) per household. No pet is authorized in any of the High-Rise buildings, and Single Soldier Housing (SSH).

***Restrictions on the number of pets?***

Two (2) for Family Housing, and none for SSH.

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

None as this time

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

Non-human primates or any other feral or wild animals will not be authorized as pets, this includes snakes/iguana/ferret/pot-bellied pigs.

***What schools are in the area? What is the best school?***

On post colleges include University of Maryland, University of Phoenix, and University of Central Texas.

***Does Camp Zama offer a loaner furniture program? Can I keep the loaner furnishings during my tour of duty?***

Camp Zama provides limited government furnishing support for **Eligible Personnel**.

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

Lodging is available.

***Do I get credit if I’m coming from a dependent restricted tour? How much credit (months) do I get from being on a dependent restricted tour?***

Yes, maximum time is 14 months.

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

It is not mandatory but highly encouraged for both on- and off-post housing.

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

A Sponsor who is accompanied with authorized family members (with Command Sponsorship). Family members and/or dependents must also be officially listed on your PCS Orders by name. Minor children must also have date of birth information.

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

30 ~ 60 days (subject to change).

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

Rank (grade), family composition, and the date signed out the losing installation.

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

Waiting name List to be offered your suitable category (rank and family size) house.

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

Not unless there are extenuating circumstances.

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

The name of who applied earlier placed/offered first.

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

It shows your turn.

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

No, you may not. Waiting lists are based on grade and bedroom requirement.

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

Until SM's assignment to the house is completed or applicant declines an offer of quarters.

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

Not applicable to USAG-Japan.

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

Not applicable to USAG-Japan.

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

Not applicable to USAG-Japan.

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

Not applicable to USAG-Japan.

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

Yes.

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

Contact Housing Office to set up your Pre, and Final Termination Inspection. Inspector will explain what you need to do to vacate your home.

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

Yes, under most circumstances it is minimum cleaning standards per AR 420-1.

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

Not applicable to USAG-Japan.

***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?***

It is dependent on the EFMP requirement.

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

Townhouse, high-rise, etc.

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

Normally higher rank member will be the sponsor.

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

It depends on the location – is the other installation within the community distance, also for consideration is do you have other command sponsored dependents that will reside with you.

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

Yes your spouse may accept government quarters for you. Someone else will be required to have a power of attorney.

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

Normally you cannot relocate without proper reason (i.e. promotion, increase in family size).

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

Not applicable to USAG-Japan.

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

No. “Soldiers must sign-in at the new duty station before assignment is made.” AR420-1

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

If the child is an authorized family member (with Command Sponsorship/officially listed on your PCS Orders by name, yes.

***I’m TDY in route, when can I be put on the housing list? What will my eligibility date be?***

Departure Date from your last Duty Station is the eligible date for service members who apply for housing within 30 days upon reporting to the new installation.

***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?***

It starts when you depart your permanent duty station as “PCS” not “TDY”.

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

Not applicable to USAG-Japan.

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

Not “automatically” qualified. We need to review your application first.

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

Within 24 hours or by noon on the next working day.

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

Your name will be placed at a bottom of the waiting list, and your TLA will be stopped.

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

It depends on rental cost and the amount of utilities that you use in the rental home that you chose to rent.

***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?***

Normally it is not required.

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

At this time we do not have any rental agents that are off limits.

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

Request that you report to the HSO for assistance due to the language barrier, however, you can obtain a rental listing if you prefer.

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

The housing office will work with you and the Landlord to see if your lease can be terminated without penalty. We are normally successful in this request it also depends on how the lease is written up.

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

Your lease would have to be reviewed and based upon the lease the housing office would provide a recommendation. However, the final decision is yours but you may encounter penalties.

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

USAG-J Housing is under a Mandatory On-Post Housing Assignment Policy.

Incoming service members with permanent duty in Japan are mandatorily assigned to On-Post Government Housing when available. Personnel must submit an exception to policy to reside off base.

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

Each leased must be reviewed on an individual basis. Please coordinate with the Housing Service Office to assists with lease negotiations and or c