



Joint Base Lewis-McChord

6 January 2015

Teamwork. Innovation. Excellence.



HOUSING SERVICES OFFICE (HSO) - WHO WE ARE



- **Personnel**

- **Branch Chief**

- Judy Sak

- **Rental Partnership Program**

- James "Shep" Shepherd
 - Jennifer Montanio

- **Housing Counselors**

- James Kitchens
 - Scott Rasmussen

- **Location:** Bldg. 5128 Pendleton Avenue, Lewis Main-JBLM, WA 98433

- **Phone:** (253) 967-3581

- **Email:** usarmy.jblm.imcom.
list.dpw-rcd-hso@mail.mil

- **Hours of Operation**

- 0900-1500 Monday-Friday
 - 0900-1200 on the fourth Thursday of the month

- **Interactive Customer Evaluation (ICE)**

- <http://ice.disa.mil/> (JBLM, Housing, DPW – Housing Referral & Assistance (Bldg 5128))





HOUSING SERVICES OFFICE (HSO) - WHAT WE DO



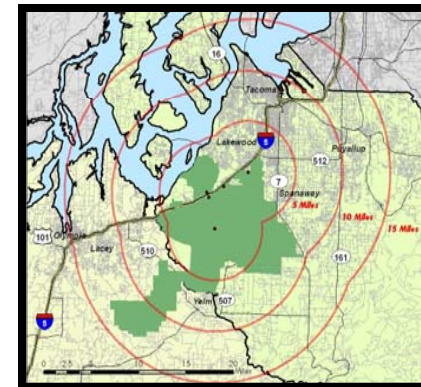
- **Counsel** personnel authorized to draw Basic Allowance for Housing (BAH) prior to entering into any lease, rental or purchase agreement
- **Assist** Service Members in locating suitable off-base housing options and provide:
 - Rental/sales listings
 - Computer workstations, telephones, and area maps
 - Tenant-Landlord dispute mediation
 - Lease reviews
 - Home Buying/Selling Workshops
 - Rental Partnership Program (RPP)





OFF-BASE RENTAL LISTINGS

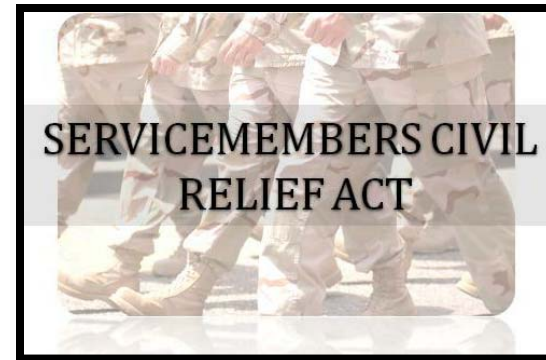
- HOMES.mil (<https://www.HOMES.mil>) – DoD sponsored website for locating rental housing; free for property managers/landlords
- Property Management/Realty Company List – Includes websites and phone numbers for companies that do not charge referral fees
- List of Other Useful Websites (Crime Statistics, School Information & Other Relocation Information)
- Customer Satisfaction Survey Books
- **Red Flags** – Move-in Specials, Property Name Changes & One-Way Leases





MILITARY CLAUSE

- Service Members Civil Relief Act (SCRA) of 2003.
- Allows a SM or his/her spouse (with a POA) to terminate a residential lease at anytime after orders are received for PCS, deployment, or TDY more than 90 days
- Memorandums
- The landlord can't assess any financial penalties such as termination fees
- HSO recommends SM:
 - a) Notify the landlord within 7 days of receiving orders
 - b) Provide 30 day written notice of intent to vacate (where possible)





SELECTING YOUR HOME

- If it's not in writing, it's not binding
- Credit checks can be expensive
- Pet information/restricted breeds/service animals
- Deposit is refundable, fee is not
- Damage/security deposits (Landlord has 14 days to refund deposits)
- Renter's insurance – strongly recommended
- Repair requests must be in writing
- Written move-in inspection checklist required by State Law
- Notice to vacate/move-out inspection
- Landlord-Tenant Law publication





HOME BUYING & SELLING WORKSHOPS



- Sponsored by the Housing Services Office
- Hold at least 2 workshops on-base every other month for Active Duty Service Members and spouses (one during the day & another two day workshop at night)
- Information applies to CONUS
- Current or future home purchasing/selling





RENTAL PARTNERSHIP PROGRAM (RPP)



- **Service Member (SM) receives:**
 - Minimum 5% discount off rent
 - Waived security deposit, admin fees, credit check fees
 - Minimal costs to move-in – Pro-rated rent, cleaning fee
 - RPP properties are inspected by HSO
 - Cannot be refused for credit issues other than rental history or a felony
- **Landlord receives:**
 - Referrals and free advertising
 - Rent paid by allotment
 - Mediation and dispute resolution





FIRST SERGEANT'S BARRACKS PROGRAM (FSBP)



JBLM FSBP Office

- Location: 3476 2nd Division Drive
- Hours: M-F 0730-1600
- CNA Hours: M-F 0900-1300
- Contact Info: See *"Service Request and Issue Resolution Guide"* (provided as handout)



QUESTIONS?

- **Want More Information?**
 - **Ask today**
 - **Pick up** handouts at the HSO
 - **Visit** our webpages at:
 - <https://www.housing.army.mil/Default.aspx>
 - <http://www.lewis-mcchord.army.mil/publicworks/sites/housing/default.aspx>
 - **Contact** the Housing Services Office at:
 - **Phone:** 967-3581
 - **Email:** usarmy.jblm.imcom.list.dpw-rcd-hso@mail.mil

