

APPLICATION FOR ASSIGNMENT TO HOUSING <i>(Before completing form, read Privacy Act Statement and Instructions on reverse)</i>				1. TYPE SERVICE DESIRED <i>(X one or both)</i>					
<input checked="" type="checkbox"/>				a. BASE HOUSING		<input type="checkbox"/> b. HOUSING REFERRAL			
SECTION I - APPLICANT INFORMATION									
2. NAME OF MILITARY MEMBER			3. PAY GRADE		4. FULL SSN		5. EDIPI - DOD ID #		
6. CURRENT ADDRESS			7. PHONE CONTACT NUMBERS					a. WORK:	
			b. CELL:				c. HOME:		
			d. SPOUSE:				e. OTHER:		
			8. EMAIL: MEMBER:				(PERSONAL)		
SPOUSE:									
9. MARITAL STATUS <i>(X one)</i>				SECTION II - MILITARY SERVICE INFORMATION					
a. SINGLE <input type="checkbox"/> b. MARRIED <input type="checkbox"/>				12. DATES		MILITARY APPLICANT		MILITARY SPOUSE	
10. PREVIOUS INSTALLATION or MOS SCHOOL LOCATION:				a. DATE OF CURRENT RANK					
				b. ACTIVE DUTY START DATE					
				c. ACTIVE DUTY END DATE					
11. YUMA COMMAND CURRENTLY ATTACHED or REPORTING TO:				d. ESTIMATED PCS TO YUMA					
				e. ESTIMATED REPORT DATE TO YUMA					
				f. ESTIMATED FAMILY ARRIVAL DATE					
SECTION III - DEPENDENT DATA									
13. DEPENDENTS RESIDING WITH ME <i>(If more space is needed, continue on plain paper.)</i>									
a. NAME <i>(Last, First, Middle Initial)</i>			b. DATE OF BIRTH		c. SEX	d. RELATIONSHIP	e. REMARKS <i>(DUAL MILITARY FAMILY, Handicap, health problems, expected additions to family, etc.)</i>		
SECTION IV - LOCAL COMMUNITY								SECTION V – ON-BASE	
14. LOCAL COMMUNITY HOUSING						16. ON-BASE HOUSING NEED BY			
a. PURCHASE HOUSE				d. RENT APARTMENT		a. UPON ARRIVAL		/ /	
b. PURCHASE CONDOMINIUM				e. RENT ROOM		b. AT A LATER DATE		/ /	
c. RENT HOME				f. SHARE		c. NOW/ASAP		/ /	
15. AMENITIES DESIRED						17. ON-BASE HOUSING LOCATION			
a. FURNISHED				e. NO. BATHS		() ON-BASE - E1 THRU O6 (2, 3, AND 4 BEDROOMS)			
b. UNFURNISHED				f. PETS <i>(Allowed)</i>		() 16TH STREET - E1 THRU E5 ONLY (2 BEDROOM APT)			
c. AIR CONDITIONING				g. OTHER <i>(Explain)</i>		18. RESTRICTED PROPERTY LIST			
d. NO. BEDROOMS						() N/A () YES			
19. REMARKS:									
SECTION VI – HOUSING REFERRAL CERTIFICATE									
On this date I have received a listing of the housing restrictions approved by the Installation Commander, and I will not reside in any property on the restricted list. I have been briefed on (1) the services provided by the Housing Office, (2) the DoD program on equal opportunity for military personnel in off-base housing, and (3) nondiscrimination based on physical or mental handicaps.									
In addition, if any facility refuses to rent or sell to me or I have reason to believe I am being discriminated against, I will promptly notify the Housing Office.									
20. SIGNATURE OF APPLICANT						21. DATE SUBMITTED			
SECTION VII – TO BE COMPLETED BY MILITARY HOUSING OFFICE									
a. APPLICATION RECEIVED		b. CONTROL DATE		c. MHO CLERK INITIALS		d. HOUSING AVAILABILITY			
e. WAIT LIST APPLICANT PLACED		f. DATE OF PLACEMENT ON LIST		g. BEDROOM ENTITLEMENT		h. OTHER			
DD Form 1746, APR 2018 MCASY									

PRIVACY ACT RELEASE FORM

To Whom It May Concern:

I am aware that the Privacy Act of 1974 prohibits release of personal information without my approval. I do hereby authorize the Military Housing Office and Marine Corps Public-Private Venture partner, Liberty Military Housing, to exchange the information contained in my family housing application for purposes of placement on the family housing waiting list and placement in a public-private venture home.

Applicant's Signature

Date

Applicant's Printed Name

REGISTERED SEX OFFENDER POLICY
PROHIBITED OCCUPANCY AND ACCESS TO FAMILY HOUSING

Specific Objective: To comply with prohibited Registered Sex Offender occupancy and access to USMC Family Housing policy stipulated in the following directives:

- A. SECNAV Memo of 07 Oct 2008 – “Policy for Sex Offender Tracking and Assignment and Access Restrictions within the Department of the Navy”
- B. CMC I&L Policy Letter of 31 Dec 2008 – “Registered Sex Offenders Prohibited Occupancy and Access to Marine Corps Government-Owned, Leased, or Privatized Family Housing”

Disclosure Statement: Information provided is for public safety disclosure purposes in accordance with the Sex Offender Registration and Notification Act (SORNA), (P.L. 109-248) and to check names against national/state sex offender registries.

Family Housing Applicant Action: Are you or any member of your family for whom you seek authorized housing under this application of sex offender as defined in the enclosure, or required to register as a sex offender? (circle one).

YES

NO

Note: If you answered “Yes”, your application will be referred to the Installation Commander and Legal for processing.

Certification of Applicant: I hereby certify that my response contained herein is true and correct and I understand that the omission of any material fact may result in denial of my application for housing, or eviction from housing if the omission is discovered after assignment.

Applicant's Signature

Date

Applicant's Printed Name

MCAS YUMA DOMESTIC ANIMAL CONTROL POLICY

PROHIBITED DOG BREEDS

Initial ____ 1. Pet ownership for those service members and their families residing in privatized family housing provides a real and tangible benefit and contributes to Quality of Life for resident families. Pet ownership is a privilege, not a right aboard Marine Corps Installations and can be revoked if Residents fail to comply with Station and Marine Corps Orders.

Initial ____ 2. Pit Bulls, Rottweilers, canid/wolf hybrids, or any canine breed with dominant traits of aggression present an unreasonable risk to the health and safety of personnel in family housing areas. Effective 11 August 2009 full or mixed breeds of Pit Bulls, Rottweilers and canid/wolf hybrids are prohibited aboard Marine Corps installations. In the absence of formal breed identification, A determination of “majority breed” can be accepted and will be made by a Veterinary Corps Officer (VCO) or a civilian veterinarian at the service member’s expense.

Initial ____ 3. Upon assignment to housing, all dogs and cats, of any age or status, must be registered within five days at the Provost Marshal’s Office, Building 1210, Department of Animal Control. Call 928-269-6303 to make a registration appointment. Please leave a voicemail if there is no answer. There is a maximum limit of two pets per household, that’s two dogs, two cats, or one of each.

Initial ____ 4. The following documents are due at PMO Animal Control, BLDG 1210, no later than the due date given at your registration appointment:

- ✓ Dogs and cats are required to be microchipped (ISO compatible) and fully vaccinated by 16 Weeks of age. Vaccination requirements will be discussed during the registration process. **Unvaccinated pets are NOT permitted in ANY common area.**
- ✓ The **microchip document and Rabies Vaccination Certificate** must be delivered to PMO Animal Control no later than your due date.

Applicant’s Signature

Date

Applicant’s Printed Name

***You will want to contact the Public Private Venture (PPV) Partner
for any other Pet Rules & Regulations**

MCAS Yuma

(Service members Last, First Name)

ACKNOWLEDGEMENT OF PLAIN LANGUAGE BRIEFING

Note: This document acknowledges the receipt of a plain language briefing from the Military Housing Office on all rights and responsibilities associated with tenancy of the housing unit, including information regarding the existence of any additional fees authorized by the lease, any utilities payments, the procedures for submitting and tracking work orders, the identity of the military tenant advocate, and the dispute resolution process.

___ I acknowledge receipt of plain language briefing ___ prior to my lease signing OR ___ after move-in. I have reviewed and understood the information provided in the document, including my rights and responsibilities as a tenant of privatized housing.

Please sign and return acknowledgement within 3 business days. Return completed document to your



Public Private Venture (PPV) Housing Plain Language Brief (Tenant Welcome & Orientation)



MCAS YUMA Military Housing Office

Marine Corps Installations Command (MCICOM)



Table of Contents

Section	Topics
Welcome & Background	MHO & PPV Partner Contact Information; MHO Services & Responsibilities; PPV Partner Information
Understanding Your Lease	Understanding Your Lease; Pet Restrictions; Tenant Responsibilities
Moving In	What to Expect: Move-In & Move-Out; Pet Deposit; Proof of Renters' Insurance
Home Maintenance	Maintaining Your Home; Window Safety Tips; Maintenance Issues; Types of Service Calls
Your Rights as a Tenant	Tenant Bill of Rights; Informal & Formal Dispute Resolution Processes; 7-Year Maintenance History Summary
Valued Feedback	SatisFacts surveys after Move-In, prior to Move-Out, & after every Work Order performed
Additional Contact Information	Social Media & Website Links

Welcome!

The Military Housing Office (MHO) welcomes you to MCAS Yuma where The Military Housing Office Mission is to provide safe, clean, comfortable and affordable housing for MCAS Yuma personnel and their families as quickly as possible and to enhance their experience in Yuma through a partnership between the Military Housing Office and private sector service providers. We continue forward with programs that boost morale, leading to happy residents and productive service members



- This brief is an introduction to your MHO & PPV Partner & includes your rights & responsibilities as a tenant.
- Liberty Military Housing is a privatized company that owns & manages your rental property. The MHO, your government point of contact (POC), will assist you with any housing concerns & serve as your housing advocate.
- Your PPV Partner now requires you to obtain renters' insurance as a condition of your occupancy. Renters' insurance helps protect you & your belongings. Additional information on renters' insurance is found within this brief & is available from your MHO.

Contact Information

MHO Contact Information	PPV Partner Contact Information
<ul style="list-style-type: none">• Street Address: 1093 Thomas Ave	<ul style="list-style-type: none">• Street Address: 1093 Thomas Ave
<ul style="list-style-type: none">• Phone: (928) 269-2826	<ul style="list-style-type: none">• Phone: (928) 344-1240
<ul style="list-style-type: none">• Website: mcasyuma.marines.mil	<ul style="list-style-type: none">• Website: LiveLMH.com
<ul style="list-style-type: none">• Facebook/Social Media: MCASYuma• Instagram: @mcasyuma• Twitter: @Yuma_mcas	<ul style="list-style-type: none">• Facebook/Social Media: https://www.facebook.com/LMHCampPendleton/
<ul style="list-style-type: none">• Email: Yuma.housing@usmc.mil	<ul style="list-style-type: none">• Email: yuma@livelmh.com

MHO Services & Responsibilities

Installation Commander:
Col. J. K. Stone

Installation **Military Housing**
Director:
Amy Kennedy

The MHO is here to assist you with:



Advocacy on your behalf with the PPV Partner



Applications for service members seeking referrals to live in family housing



Home referral services for off-base housing



Tenant Bill of Rights



Provide assistance during move-in, move-out, pre-inspection & other special inspections performed by PPV Partner



MHO contact for next duty station



Housing questions & concerns



Assistance in the dispute resolution process

MHO Personnel



Military Housing Office

MCAS Yuma yuma.housing@usmc.mil

Housing Director:

Amy Kennedy

Office: (928) 269-3639 Email: amy.kennedy@usmc.mil

Housing Management Specialist:

Annakaren Reyes

Office: (928) 269-3643 Email: annakaren.reyes@usmc.mil

Housing Referral Counselor:

Tara Vanderheyden

Office: (928) 269-2826 Email: tara.vanderheyden@usmc.mil

Resident Advocate/Quality Control Inspectors:

Johnny Martin

Email: john.martin4@usmc.mil

Maria "Estefani" Kraft

Email: maria.kraft@usmc.mil

Ronnie Murrietta

Email: Ronnie.murrietta@usmc.mil

Gabriel Argomaniz

Email: Gabriel.Argomaniz@usmc.mil

Office hours:

Monday- Friday

0700-1530

AFTER HOUR EMERGENCY COMPLAINTS:

Amy Kennedy

Call/Text: (928)941-7527

Email: amy.kennedy@usmc.mil

Liberty Military Housing at *MCAS Yuma*

PPV provides benefits that are not typically offered in community rentals:

- *Rent cannot exceed the Basic Allowance for Housing (BAH) with dependents rate*
- *No credit history or salary requirements*
- *Basic utilities are included with rent*
- *Resident Energy Conservation Program (RECP) is on hold until further notice*



PPV Project

- *Pool, clubhouse, gym, dog park, playgrounds*



PPV Partner

- Employee-owned company
- Established in 2001, formerly known as Lincoln Military Housing
- 24/7/365 maintenance

Understanding Your Lease

Tenants must accept & sign the Universal Lease with PPV's Addendums. The Universal Lease includes tenant's rights & responsibilities. The resident handbook is considered part of the lease.

Face-to-face lease signing is available & encouraged, especially if the tenant has questions. DocuSign is the recommended electronic signing option.

- **Animal Addendum** – Identifies pet requirements & breed restrictions (*refundable pet deposit of \$250 per pet*)
- **Construction & Relocation Addendum** – Outlines provisions regarding construction; amenities, community services/facilities, noise & inconvenience, lease termination, lease replacement, release of liability, & damages
- **Home Based Business Addendum** – Identifies requirements for personal business conducted on property
- **RECP Addendum** – Outlines Resident Energy Conservation Program (RECP) process
- **Other State/Local Addendum** – Check other state/local specific requirements

It is important to read through & understand what you are signing. If you have questions about your lease, contact the PPV Partner

Tenant Responsibilities

Per your lease, you have several responsibilities to fulfill:



Report in a timely manner any apparent environmental, safety, or health hazards of the housing unit to the landlord and any defective, broken, damaged, or malfunctioning building systems, fixtures, appliances, or other parts of the housing unit, the common areas, or related facilities



Read all lease-related materials provided by the landlord and to comply with the terms of the lease agreement, lease addendums, and any associated rules and guidelines



Allow the landlord reasonable access to the rental home in accordance with the terms of the tenant lease agreement to allow the landlord to make necessary repairs in a timely manner

Emergency-1hr | Urgent-4hr | Routine-before end of next business day



Read and follow all local policy, to include those on personal protection/safety and security/firearms; insurance; facility use and services; visitors and guests; parking; additional local policies



Conduct oneself as a tenant in a manner that will not disturb neighbors, and to assume responsibility for one's actions and those of a family member or guest in the housing unit or common areas



Renters' insurance is a responsibility of the resident, and is mandated by the PPV Partner as a condition of your occupancy



Do not engage in any inappropriate, unauthorized, or criminal activity in the housing unit or common areas



Maintain standard upkeep of the housing unit as instructed by the PPV housing management office and MHO



You are responsible for your animals at all times. Residents are responsible for all animal damage to their home or common spaces



Residents are responsible for keeping their home clean and in good order

What to Expect: Move-In & Move-Out

MOVE-IN

The Resident:

- ✓ Tours the home for quality
- ✓ Accepts home & terms of lease
- ✓ Signs a lease

Liberty Military Housing provides:

- ✓ Walk-through tour of your home
- ✓ Move-in inspection with checklist
- ✓ Lease signing & answers to questions
- ✓ Keys
- ✓ A survey asking about your move-in experience

MHO provides:

- ✓ Plain Language Brief & answers to housing policies/questions
- ✓ MHO representative at move-in inspection per resident request
- ✓ Follow-up with you (15 & 60 days after move-in)
- ✓ Support to resolve any unresolved concerns at move-in
- ✓ Assist with pre-inspections **per resident request**

MOVE-OUT

The Resident:

- ✓ Provides a minimum of 30-day notice to vacate to Liberty Military Housing
- ✓ Returns home in good condition

Liberty Military Housing provides:

- ✓ Inspection prior to move-out to assess the condition of your home utilizing the move-in inspection checklist
- ✓ Appropriate maintenance services & speedy issue resolution
- ✓ Final determination of any damages or repairs & associated costs
- ✓ Move-out survey for you to provide feedback

MHO provides:

- ✓ Provides answers to questions & issue resolution process
- ✓ MHO representative at move-out inspection per resident request
- ✓ PCS assistance and MHO contact for your next location
- ✓ Support on any issues
- ✓ Assist with pre-inspections **per resident request**
- ✓ **Signs Command check-out sheet ON move out inspection**

Renters' Insurance Overview

PPV Partner will require you to obtain renters' insurance. If you are unable to provide documentation, the Partner reserves the right to penalize you through additional charges

Renters' Insurance is **NOT** part of the rent you pay to the PPV Partner & does not come out of your BAH

What is renters' insurance?

Renters' insurance is a policy which protects your personal property & you from personal liability:

- Check what policy covers, terms & conditions vary by provider.
- Average renters' insurance policy costs between \$15 to \$30 per month.
- Widely accessible & may be available through your car insurance company. Ask about discounts & bundling options.
- Don't waive the liability coverage! Typical policies offer \$100,000 in liability coverage.



Renters' insurance will reimburse you for personal property destroyed by a fire. If you accidentally set fire to someone else's property, the personal liability provision will help reimburse the cost of their damaged belongings



Renters' insurance typically protects items stolen after a break-in at your rental property, or even items stolen outside of your rental



Damage to your possessions from a burst water pipe is typically covered under renters' insurance



Personal liability coverage is part of a standard renters' insurance policy. It may help pay for another person's medical bills if you're found legally responsible for their injuries

*For more information on renters' insurance, ask your MHO for a copy of the **Tenant Guide to Renters' Insurance**.*

Maintaining Your Home

Please be aware of local guidance & report maintenance issues immediately to your PPV Partner



- Promptly clean kitchen counters & dispose of food debris
- Keep food in air-tight containers
- Clear outside doorways & windows of leaves & dirt



- Check your toilets & faucets for leaks
- Use exhaust fans in bathrooms & laundry rooms
- Report leaks & maintenance issues immediately
- Check drains & keep them clear



- Replace your filters per directions by your PPV Partner
- Clean & monitor major appliances
- Check & change batteries for smoke/CO detectors per directions by your PPV Partner

Window Safety Tips

*Windows are among the top **5 hidden hazards in the home**. Before opening a window, know the **risks they pose to children***

Window Safety Tips

- All windows above the first floor should have a *Child Fall Hazard* warning sticker
- Do not rely on screens to prevent a window fall
- Only open windows that are out of reach if you need ventilation

Child Safety Tips

- Encourage children to play in the center of the room & away from open windows
- Pay close attention to furniture, or anything children can climb near open windows
- Keep corded blinds as short as possible to keep them out of the hands of small children



*PPV Partners & MHOs have installed safety measures to windows with sill heights of **24 inches or lower** in homes. **Windows with sill heights higher than 24 inches may not have secondary safety devices***

Maintenance Issues

How to Report Maintenance Issues

- Report maintenance issues (maintenance emergencies, trouble calls, safety concerns, compliance issues) right away by contacting your PPV Partner
- For an emergency maintenance, call: 888-578-4141
- For an urgent maintenance, call: 888-578-4141
- For routine maintenance, call: 888-578-4141, or 928-344-1240
- Maintenance Number: 888-578-4141
- Download the App: Liberty At Your Service App is Available on Apple or Google Play Store

Submitting & Tracking Work Orders

- Work Orders can be submitted the following ways:
 - Liberty At Your Service App (Resident App)
 - Submitting through the District Office
 - Liberty At Your Service (Call Center)
- The Liberty At Your Service App is available through Apple or Google Play Store.
- Through the Liberty At Your Service App you can submit work orders and track their progress with ease.

Contact your PPV Partner if you have concerns on maintenance, work orders, repairs, or services

Types of Service Calls

Type of Service Call	Description	Examples	Response Time
Emergency	<ul style="list-style-type: none">• Critical safety, life threatening issues• Resident with a medical requirement for stable temp levels	<ul style="list-style-type: none">• Gas leaks• Fire• Power outage• Sewage back-up• Flood• No toilet available for use• Refrigerator inoperable	<ul style="list-style-type: none">• 30-minute initial response• 1 day to complete emergency work• Available 24/7/365
Urgent	<ul style="list-style-type: none">• Habitability issues	<ul style="list-style-type: none">• Broken window• Garage door inoperable• Kitchen sink back-up• Lights flickering or non-working light-fixtures• Presence of mold/mildew	<ul style="list-style-type: none">• 4-hour initial response• 1 business day to complete work
Routine	<ul style="list-style-type: none">• Convenience• Unit care issues	<ul style="list-style-type: none">• Single burner inoperable• Repair screens• Light bulb replacement	<ul style="list-style-type: none">• 1 working day initial response• 1 business day to complete work

Tenant Bill of Rights

In 2020, laws were passed to assure PPV military residents' basic rights. MHO will provide residents with a full Tenant Bill of Rights for review



A written lease with clearly defined rental terms



A housing unit and a community that meets applicable health and environmental standards



Management services that meet or exceed industry standards



Standardized documents, forms, and processes



To report issues with habitability of the housing unit to the Landlord, the chain of command, and housing management office without fear of reprisal or retaliation



Access to an electronic work order system



Consistently honest, accurate, straightforward, and responsive communications



Sufficient time and opportunity to prepare and be present for move-in and move-out inspections



Right to withhold rent until disputes are resolved



Access to a dispute resolution process for housing issues



A plain-language briefing by the installation housing office on all rights and responsibilities before signing a lease and 30 days after move-in



Working fixtures, appliances, and utilities



Right to forgo non-refundable fees



Access to a Military Tenant Advocate or a military legal assistance attorney



Prompt and professional maintenance and repair



Reasonable advance notice of any entrance to the home



Advice from military legal assistance on resolving disputes



Access to seven years of maintenance history

Dispute Resolution Process Overview

Active-duty Service Members & their families living in PPV Housing have access to the Dispute Resolution Process (DRP), ensuring prompt & fair resolution for housing issues. Your MHO serves as your advocate throughout the informal & formal DRP

You can initiate the DRP to address lease & property issues such as:



Maintenance & repairs



Rental Payments



Fees & Charges



Displacement Rights



Lease Termination



Inspections

The DRP has two components: an informal & formal process.

Informal DRP

The informal DRP is a process in which you work directly with the PPV Property Manager to resolve your dispute. The PPV PM has the opportunity to address your concerns at all management levels.

Formal DRP

The formal DRP is a standardized, objective process that allows for independent investigation to settle the dispute. The full process takes 30-60 days.

Step 1: Informal Dispute Resolution Process

The Dispute Resolution Process starts with an informal process of communication between you & the PPV Property Manager (PPV PM). The informal DRP is the first step you should take to resolve your lease & property concerns



1: If you find a problem at the property where you currently reside, contact your PPV PM so they can take steps to properly resolve the issue. Manuel Padilla (928)344-1240 mpadilla@livelmh.com



2: Elevate to the PPV Regional Manager if the action taken is unsatisfactory. Ivette Polanco (760)400-8179 ipolanco@livelmh.com



3: If the PPV PM or Regional Manager does not resolve the issue, contact the MHO & inform them of the problem at your property. The MHO may investigate the issue. Amy Kennedy (928)269-3639 amy.kennedy@usmc.mil



4: If you are not satisfied that your housing issue has been solved, your MHO will provide you with the Request Form for DRP, initiating the Formal Dispute Resolution Process

Step 2: Formal Dispute Resolution Process

You **must** first attempt to resolve your issue through the informal DRP before you can initiate the formal DRP



1. Complete the Request Form

Complete the Request Form & submit it to the MHO, who will validate the form



2. Participate in the Inspection

If your issue is an unresolved property concern, the MHO will schedule an inspection with you & your PPV Partner



3. Cooperate with the Investigation

The Independent Investigator will review all records & conduct interviews as necessary



4. Recommended Action Issued

Send recommendation to Regional Commander. If you disagree with the Commander's recommendation, submit a rebuttal



5. Final Decision Issued

Regional Commander will consider your rebuttal & provide you a final decision on the dispute

Completing the Request Form

You can obtain the Request Form from your MHO. You must fill out the form in its entirety. The MHO will determine your eligibility

Request Form for Dispute Resolution Process

Directions: You must complete this form in its entirety to initiate the Formal Dispute Resolution Process. Submit this form to your local Military Housing Office (MHO) and reach out for any additional information. Your local MHO will contact you within two business days regarding their decision and next steps.

1. Tenant Name (Rank, Last, First): _____

2. Premises Address (Street, City, State, Zip): _____

3. Tenant Contact Information:

a. Phone # (Home/Cell): _____

b. Email: _____

4. Owner Company Name: _____

5. Owner Contact Information:

a. POC Name (Last, First): _____

b. Phone # (Home/Cell): _____

c. Email: _____

6. Statement describing the dispute and prior efforts to resolve it (including supporting documentation):

7. Rent Segregation Request. Tenant hereby requests segregation of Tenant's future Rent payment as of the date set forth below.

☐ Tenant requests full Rent segregation in the amount of \$ _____ per month.

OR

☐ Tenant requests partial Rent segregation in the amount of \$ _____ per month.

8. Name and signature of Tenant confirming they have sought resolution through, and completed, the informal resolution process; set forth in Section 9 of the Lease agreement.

Name: _____ Date: _____

Signature: _____

To explore the DRP further, please visit the Marine Corps MHO Website (<https://bit.ly/3n2zyGe>)

Valued Feedback

Your feedback is very important to us. SatisFacts surveys help us identify where we can improve our services & take decisive steps towards better meeting our residents' needs. It also allows us to recognize our exceptional performers. Additionally, SatisFacts surveys are reviewed by the MHO, Naval Facilities Engineering Systems Command (NAVFAC), & Marine Corps Installations Command (MCICOM).



1. Move-in SatisFacts Survey

You should receive this email survey a couple days after move-in. Assesses if our resident's expectations are being met from the start.



2. Move-out SatisFacts Survey

Expect this survey shortly after submitting your Notice of Intent to Vacate. Captures our resident's overall experience living in our communities.



3. Completed Work Order SatisFacts Survey

Received the day after a work order is completed. Assesses efficiency in resolving reported issues.

DoD Housing Feedback System

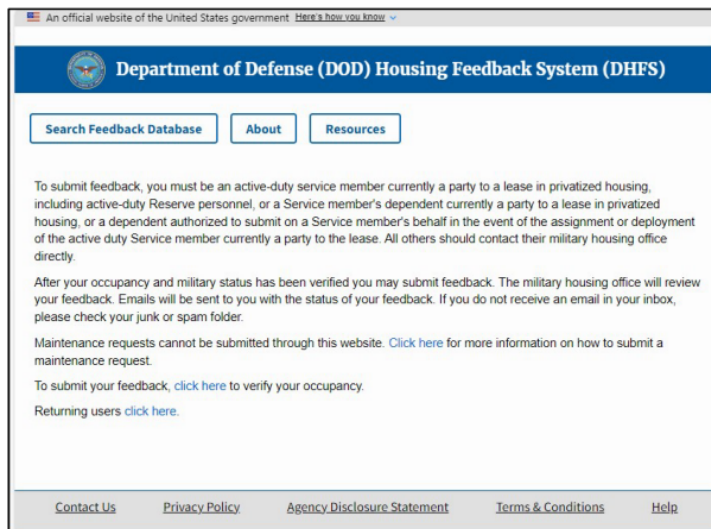
The Department of Defense Housing Feedback System (DHFS) is a public website for active-duty service members currently living in privatized family housing, their dependents, or others authorized to act on their behalf to submit feedback about their current privatized housing unit. <https://www.dhfs.mil/rfs/>



The DHFS website will collect the tenant's feedback about the privatized family housing unit & provide that feedback to the landlord. The landlord will be able to review their tenant's feedback & provide a response.



MHO staff will review the tenant's feedback & the landlord's response prior to publication on DHFS. The detailed comments from the tenant & the landlord will be stored in the DHFS database & will be publicly available on the DHFS website.



A Login.gov account will be required for the tenant to submit feedback or for the landlord to submit a response on the DHFS website.

When the tenant's feedback is published by the MHO, it will be available to the public. When the landlord's response is published by the MHO, it and the tenants feedback will be available to the public.

Connect with Marine Corps Housing



<http://www.mcas Yuma.marines.mil/>



<https://www.facebook.com/mcasyuma/>



https://mobile.twitter.com/yuma_mcas



https://instagram.com/mcasyuma?utm_medium=copy_link



For information on Marine Corps Housing policies, visit:
<https://bit.ly/3n2zyGe>



Military Housing Privatization Initiative Tenant Responsibilities

This document highlights important responsibilities of Military Service Members and their families (Tenants) residing in Privatized Housing.

1. **Prompt Reporting.** The responsibility to report in a timely manner any apparent environmental, safety, or health hazards of the home to the Landlord and any defective, broken, damaged, or malfunctioning building systems, fixtures, appliances, or other parts of the home, the common areas, or related facilities.
2. **Care for the Home.** The responsibility to maintain standard upkeep of the home as instructed by the housing management office.
3. **Personal Conduct.** The responsibility to conduct oneself as a Tenant in a manner that will not disturb neighbors, and to assume responsibility for one's actions and those of a family member or guest in the housing unit or common areas, including the responsibility not to engage in any inappropriate, unauthorized, or criminal activity in the home or common areas.
4. **Access by Landlord.** The responsibility to allow the Landlord reasonable access to the rental home in accordance with the terms of the tenant lease agreement to allow the Landlord to make necessary repairs in a timely manner.
5. **Rules and Guidelines.** The responsibility to read all lease-related materials provided by the Landlord and to comply with the terms of the lease agreement, lease addenda, and any associated rules and guidelines.



Military Housing Privatization Initiative Tenant Bill of Rights

The Department of Defense is fully committed to ensuring that Military Housing Privatization Initiative (MHPI) housing projects provide our Nation's most valued resource—its military members and their families—safe, quality, and well-maintained housing where our members and their families want and choose to live.

The Department of Defense has issued all policy guidance necessary to implement prospectively all rights for military members and their families residing in privatized family and unaccompanied housing (Tenants) at all MHPI housing projects. However, as Congress recognized, retroactive application of the requirements at existing projects requires voluntary agreement by the respective MHPI company; the Department cannot unilaterally change the terms of the complex, public-private partnerships that established the MHPI housing projects. The Department of Defense has been seeking to secure voluntary agreements, and nearly all of the MHPI companies have agreed to implement all 18 Tenant rights at their existing projects. The Department will continue to pursue agreements not yet reached. Tenants should contact their installation housing office to confirm the rights fully available to them.

The following rights are effective on August 1, 2021:

1. The right to reside in a housing unit and a community that meets applicable health and environmental standards.
2. The right to reside in a housing unit that has working fixtures, appliances, and utilities and to reside in a community with well-maintained common areas and amenity spaces.
3. The right to be provided with a summary of the maintenance conducted with respect to a prospective housing unit by the landlord for the previous seven years, before signing a lease, and upon request, all information possessed by the landlord regarding such maintenance within two business days after making the request. Upon request, a current Tenant who did not receive maintenance information before signing a lease has the right to receive such information within five business days after making the request.
4. The right to a written lease with clearly defined rental terms to establish tenancy in a housing unit, including any addendums and other regulations imposed by the landlord regarding occupancy of the housing unit and use of common areas.
5. The right to a plain-language briefing, before signing a lease and 30 days after move-in, by the installation housing office on all rights and responsibilities associated with tenancy of the housing unit, including information regarding the existence of any additional fees authorized by the lease, any utilities payments, the procedures for submitting and tracking work orders, the identity of the Military Tenant Advocate, and the dispute resolution process.
6. The right to have sufficient time and opportunity to prepare and be present for move-in and move-out inspections, including an opportunity to obtain and complete necessary paperwork.
7. The right to report inadequate housing standards or deficits in habitability of the housing unit to the landlord, the chain of command, and housing management office without fear of reprisal or retaliation, including reprisal or retaliation in the following forms: (A) unlawful recovery of, or attempt to recover, possession of the housing unit; (B) unlawfully increasing the rent, decreasing services, or increasing the obligations of a Tenant; (C) interference with a Tenant's right to

privacy; (D) harassment of a Tenant; (E) refusal to honor the terms of the lease; or (F) interference with the career of a Tenant.

8. The right of access to a Military Tenant Advocate through the housing management office of the installation of the Department at which the housing unit is located or a military legal assistance attorney to assist in the preparation of requests to initiate dispute resolution.
9. The right to receive property management services provided by a landlord that meet or exceed industry standards and that are performed by professionally and appropriately trained, responsive, and courteous customer service and maintenance staff.
10. The right to have multiple, convenient methods to communicate directly with the landlord maintenance staff, and to receive consistently honest, accurate, straightforward, and responsive communications.
11. The right to have access to an electronic work order system through which a Tenant may request maintenance or repairs of a housing unit and track the progress of the work.
12. With respect to maintenance and repairs to a housing unit, the right to the following: (A) prompt and professional maintenance and repair; (B) to be informed of the required time frame for maintenance or repairs when a maintenance request is submitted; and (C) in the case of maintenance or repairs necessary to ensure habitability of a housing unit, to prompt relocation into suitable lodging or other housing at no cost to the Tenant until the maintenance or repairs are completed.
13. The right to receive advice from military legal assistance on procedures involving mechanisms for resolving disputes with the property management company or property manager to include mediation, arbitration, and filing claims against a landlord.
14. The right to enter into a standardized, formal dispute resolution process, should all other methods be exhausted, to ensure the prompt and fair resolution of disputes that arise between landlords and Tenants concerning maintenance and repairs, damage claims, rental payments, move-out charges, and such other issues relating to housing units. The dispute resolution process shall contain the following elements: installation or regional commander as deciding authority; a process for withholding allotment of rental payments; standard mechanisms and forms for requesting dispute resolution; minimal costs to Tenants for participation; a completed investigation within seven days; and except in limited circumstances, a decision within 30 days and in no event longer than 60 days. A decision in favor of the Tenant may include a reduction in rent or an amount to be reimbursed or credited to the Tenant.
15. The right to have the Tenant's basic allowance housing payments segregated, with approval of a designated commander, and not used by the property owner, property manager, or landlord pending completion of the dispute resolution process.
16. The right to have reasonable, advance notice of any entrance by a landlord, installation housing staff, or chain of command into the housing unit, except in the case of an emergency or abandonment of the housing unit.
17. The right to not pay non-refundable fees or have application of rent credits arbitrarily held.
18. The right to expect common documents, forms, and processes for housing units will be the same for all installations of the Department, to the maximum extent applicable without violating local, State, and Federal regulations.

Tenants seeking assistance with housing issues should continue to engage their installation housing office, installation leadership, or chain of command.



UNITED STATES MARINE CORPS
MARINE CORPS AIR STATION YUMA
BOX 99100
YUMA, ARIZONA 85369-9100

Canc: 18 Jan 2019
StaBul 1620
CO
MAR 01 2018

STATION BULLETIN 1620

From: Commanding Officer
To: Distribution List

Subj: MARINE CORPS AIR STATION YUMA OFF-LIMITS LOCATIONS

Ref: (a) MCO 1620.2D AFDCB and Off-Installation Liaison and Operations
(b) StaO 1620.1D MCAS Yuma, Off-Limits Board

Encl: (1) Map of "Shit Creek"

1. Pursuant to the authority contained in reference (a) and based on input from reference (b), this bulletin is published. Distribution of this information should be disseminated through all available means, to include: command briefings, command bulletin boards, and personnel check-in process.

2. This bulletin constitutes a lawful general order, and this order is punitive in nature. Violations of this order by U.S. military personnel are punishable under Article 92 of the UCMJ.

3. The following area(s) are OFF-LIMITS to military personnel at all times:

- 8th Street Smoke Shop: 1225 West 8th Street, Yuma, Arizona 85364;
- Dely's Smoke Shop: 2750 West 16th Street, Yuma, Arizona 85364;
- CMS Smoke Shop: 2241 South Avenue A #30, Yuma, Arizona 85364;
- Fourth Avenue Smoke Shop: 2099 South 4th Avenue, Yuma, Arizona 85364;
- Maverick Inn: 1460 South 4th Avenue, Yuma, Arizona 85364; and
- Jamestown Center: 4340 East 32nd Street, Yuma, Arizona 85365.

4. The following area(s) are OFF-LIMITS to military personnel from sunset to sunrise: the area known as "Shit Creek," a one mile radius surrounding the confluence of the Gila and Colorado Rivers: 1500 feet north of the bend on East Levee Road, east of South Avenue 4E, and west of South Avenue 4 1/2. See enclosure (1).

5. This bulletin is applicable to all military personnel.

6. This bulletin remains effective until cancelled or superseded.

7. Point of contact for the nomination is Capt Herman R. Haynes, Station Adjutant, DSN 269-2918.

D. A. SUGGS

DISTRIBUTION: B

