



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



Marine Corps Installations Command (MCICOM)



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Welcome!

The Military Housing Office (MHO) welcomes you to MCB Camp Pendleton. The Military Housing Office mission is to provide safe, clean, comfortable and affordable quality family housing for all eligible members assigned to Marine Corps Base (MCB), Camp Pendleton. Our principle priority is to ensure that all military personnel and their family members are being provided the best customer service and safe adequate housing.



- This brief is an introduction to your MHO and PPV Partner and includes your rights and responsibilities as a tenant
- Liberty and Hunt (Deluz) is a privatized company that owns and manages your rental property. The MHO, your government point of contact (POC), will assist you with any housing concerns
- As a tenant, you are encouraged, but not required, to purchase renters insurance for your property. Additional information on renters insurance is found within this brief and is available from your MHO upon request

Contact Information

MHO Contact Information	Liberty PPV Partner Contact Information	Hunt (Deluz) PPV Partner Contact Information
<ul style="list-style-type: none"> • Street Address: 98 San Jacinto Rd Oceanside CA 92058 (BLDG# 2000011) 	<ul style="list-style-type: none"> • Street Address: 200008 San Jacinto Rd Oceanside CA 92058 	<ul style="list-style-type: none"> • Street Address: 108 Marine Dr. Oceanside, CA 92058
<ul style="list-style-type: none"> • Phone: (760) 725-5995 or 1 (800) 843-2182 	<ul style="list-style-type: none"> • Phone: General Management Office (760) 400-8179. Liberty at your Service: (888) 578-4141 	<ul style="list-style-type: none"> • Phone: (888) 273-9024
<ul style="list-style-type: none"> • Website: https://www.Pendleton.marines.mil/family/Family-housing/ 	<ul style="list-style-type: none"> • Website: www.LiveLMH.com 	<ul style="list-style-type: none"> • Website: www.DeLuzfamilyhousing.com
<ul style="list-style-type: none"> • Email: PNDLFAMILYHOUSING@USMC.MIL 	<ul style="list-style-type: none"> • Facebook/Social Media: https://www.facebook.com/LMHCampPendleton/ 	<ul style="list-style-type: none"> • Facebook/Social Media: facebook.com/DeLuzFamilyHousing/
<p>Email: Advocate Section: PNDLFAMILYADVOCACY@USMC.MIL</p>	<ul style="list-style-type: none"> • Email: Liberty is in the process of updating the site. lincolnmilitary@LPSI.com 	<ul style="list-style-type: none"> • Email: deluzleasing@huntcompanies.com

MHO Services and Responsibilities

**Marine Corps Installation
West/Marine Corps Base
Camp Pendleton
Commanding General:
BGen Jason Woodworth**

**Marine Corps Base Camp
Pendleton Housing Director:
Mr. Robert Marshall**

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



Fair Housing Act concerns or complaints



Assistance during move-in, move-out, and other inspections performed by PPV Partner at resident's request



MHO contact for next duty station



Housing questions and concerns



Assistance in the dispute resolution process

Liberty and Hunt (Deluz) at Camp Pendleton

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

- *Rent cannot exceed the basic allowance for housing (BAH) with dependents rate*
- *No upfront costs including application fees for Service members*
- *No credit history or salary requirements*
- *Basic utilities are included with rent*



PPV Project

- ***For additional information about the Public Private Venture Partners visit the below websites:***
- ***Liberty*** www.LiveLMH.com
- ***Hunt (Deluz)*** www.Deluzfamilyhousing.com



PPV Partner

- Camp Pendleton has two Public Private Venture Partners aboard Camp Pendleton.
- Each Partner owns, maintains and operates housing.
- Liberty has 6,083 homes and Hunt (Deluz) has 712 homes.

Understanding Your Lease

Tenants must accept and sign the PPV lease with DoD approved language. The lease includes tenant's rights and responsibilities. The resident handbook is considered part of the lease

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

In addition to the lease itself, the PPV lease includes several addendums:

- **Community Guidelines and Policies**– Information provided to Residents on base regulations in all housing communities.
- **Pet Agreement** – Resident is responsible to control and care for their pets at all times.
- **Satellite Dish and Antenna Agreement**– Resident must contact their Housing office regarding restrictions and approval prior to install.

- **Construction and Relocation Rider**– There may be construction that will limit the resident's access to certain amenities and may cause noise and inconveniences. Owner will provide assistance to Resident if needed.
- **Mold and Mildew Disclosure**– Prevention of water and mold related issues: Keeping home clean and dry, notify housing office immediately of all related concerns, and expectations of repairs.
- **Surrounding Land Use Disclosure**– Provides Resident with information on the history of Box Canyon landfill, groundwater maintenance and monitoring and the Stuart Mesa East agricultural fields on base.

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

Understanding Your Lease (continued)

Tenants must accept and sign the PPV lease with DoD approved language. The lease includes tenant's rights and responsibilities. The resident handbook is considered part of the lease

- **Ordinance Disclosure**– Provides a list of all ranges on base. Some are located in the vicinity of certain Housing Areas.
- **Proposition 65 Warning**– Lists chemicals that Resident may be exposed to on the Premises.
- **Radon Disclosure** – Provides Resident with the Radon Warning Statement.
- **RECP Addendum**– Resident Energy Conservation Program is a program that encourages energy efficiency in privatized housing by incentivizing residents to reduce their utility usage.

- **Bed Bug Addendum**–Resident must notify Owner immediately and report any signs of infestation.
- **Flood Addendum**– Property is located in a “special flood hazard area or an area of potential flooding.” *Owner’s insurance does not cover the loss of Resident’s personal possessions.
- **Lead Based Paint Disclosure**– Information provided regarding homes that were built prior to 1978 that there may be a presence of lead based paint materials in some homes.
- **Equipment and Furniture Addendum**– Pertains to GOQ homes only.

It is important to read through and understand what you are signing. If you have questions on 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



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



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



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



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



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



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



Renters insurance is a responsibility of the resident, and is strongly encouraged to protect your belongings and prevent financial hardships



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



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

What to Expect: Move-In and Move-Out

MOVE-IN

The Resident:

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

Liberty and Hunt (DeLuz) provides:

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

MHO provides:

- ✓ Plain Language Brief and answers to housing policies/questions
- ✓ MHO Representative at your move-in inspection
- ✓ Follow-up to check-in with you (15 and 60 day)
- ✓ Support to resolve any unresolved concerns at move-in

MOVE-OUT

The Resident:

- ✓ Provides a minimum of 30-day notice to vacate to Liberty or Hunt (DeLuz) housing.
- ✓ Returns the home in good condition

Liberty and Hunt (DeLuz) provides:

- ✓ An inspection prior to move-out to assess the condition of your home utilizing the move-in inspection checklist
- ✓ Appropriate maintenance services and a speedy issue resolution
- ✓ A final determination of any damages or repairs and associated costs
- ✓ A move-out survey for you to provide feedback

MHO provides:

- ✓ Provides answers to questions and issue resolution process
- ✓ MHO representative at move-out inspection
- ✓ PCS assistance and MHO contact for your next location
- ✓ Support on any issues

Renters Insurance Overview

You are **strongly encouraged** to purchase renters insurance to protect against personal loss or liability due to unforeseen circumstances

*Renters Insurance is **NOT** part of the rent you pay to the PPV Partner

What is renters insurance?

A renters insurance policy is insurance for those renting any type of housing which protects your personal property against damage or loss and protects you from personal liability (i.e., financial loss) for damage to the rental property associated with your actions, or for someone that is injured while on the rental property you are occupying

Why purchase renters insurance?

The insurance carried by the PPV Partner doesn't cover your personal property if it is stolen or damaged as a result of a fire, theft, or other unexpected circumstances. If you want to protect your personal belongings, and have liability protection, purchase a renters insurance policy with 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

Tips for Renters Insurance

For more information on renters insurance, ask your MHO for a copy of the **Tenant Guide to Renters Insurance**. The MHO can assist you with general questions, while the Legal Services Support Section (LSSS) will assist you in understanding different policies



The National Association of Insurance Commissioners indicates the average renters insurance policy costs between **\$15 to \$30 per month**.
**Cost may vary depending on your location, choice of deductible, and coverage amounts*



Make sure you know what your policy covers. Insurance terms and conditions vary by provider. Be sure to read your insurance policy carefully to understand what may or may not be covered. For example, a liability policy may not cover structural damage from personally owned appliances



Renters insurance is widely accessible and may be available through your car insurance company. Make sure to ask about any discounts and bundling options



Don't Waive the Liability Coverage! Your insurer will help cover the costs if you're held responsible for injuring another person or damaging another person's property, including your rental property. The typical renters insurance policy offers \$100,000 in liability coverage

Maintaining Your Home

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



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



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



- Check your filters per directions by your PPV Partner
- Clean and monitor major appliances

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 and away from open windows
- Keep close attention to furniture, or anything children can climb, near open windows



PPV Partners and MHOs across the nation are working towards installing window safety measures to ensure a safer environment for our Marines, Sailors, and their Families

Liberty Military Housing (LMH) 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: Liberty At Your Service (888) 578-4141, available 24/7/365
- For an urgent maintenance, call: (888) 578-4141, available 24/7/365
- For routine maintenance, call: (888) 578-4141, available 24/7/365
- Maintenance Number: (888) 578-4141
- Web Portal: www.LMHResidents.com
- Download the App: Liberty At Your Service App available in the App Store & Google Play

Submitting and Tracking Work Orders

- ◆ If you need maintenance assistance, contact Liberty At Your Service:
- ◆ Option 1: Resident App | **Liberty At Your Service**
- ◆ Option 2: Resident Portal | www.LMHResidents.com
- ◆ Option 3: Call Center team members are available 24/7, including holidays and weekends. | (888) 578-4141



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

Hunt (Deluz) Housing 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) 273-9024, available 24/7/365
- For an urgent maintenance, call: (888) 273-9024, available 24/7/365
- For routine maintenance, call: (888) 273-9024, available 24/7/365
- Maintenance Number: (888) 273-9024, available 24/7/365
- Web Portal: www.deluzfamilyhousing.com
- Download the App: Service App available in the App Store & Google Play www.deluzfamilyhousing.com



Submitting and Tracking Work Orders

- ◆ If you need maintenance assistance, contact Hunt (Deluz) At (888) 273-9024
- ◆ Option 1: Resident App www.deluzfamilyhousing.com
- ◆ Option 2: Resident Portal | www.deluzfamilyhousing.com
- ◆ Option 3: Call Center team members are available 24/7, including holidays and weekends. | (888) 273- 9024

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 and their families living in PPV housing have access to the dispute resolution process (DRP), ensuring prompt and fair resolution for housing issues. The DRP has two components: an informal and formal process.

1

Informal DRP

- If you notice an issue at your property, contact your PPV Partner to resolve it
- *You are encouraged* to utilize the informal process as your housing issue will be resolved in an efficient manner

2

Formal DRP

- You must first attempt to resolve your housing issue through the informal DRP before you can initiate the formal DRP
- The formal DRP is expected to take 30-60 days

Your MHO serves as your advocate throughout the informal and formal DRP. To explore the DRP further, please visit the Marine Corps MHO Website (<https://bit.ly/3n2zyGe>)

Informal Dispute Resolution Process

*The dispute resolution process starts with an informal process of communication between you and the PPV Partner. **You are encouraged** to utilize the informal process as your housing issue will be resolved in a more efficient and timely manner*



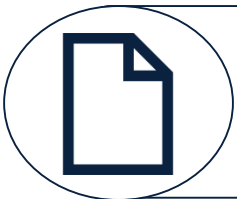
If you find a problem at the property where you currently reside, contact your PPV Partner so they can take steps to properly resolve the issue



Elevate to the PPV Partner Regional Manager if the action taken is unsatisfactory



If the PPV Partner or Regional Manager does not resolve the issue, contact the MHO and inform them of the problem at your property. The MHO may investigate the issue



If you are not satisfied that your housing issue has been solved, your MHO will provide you with a form which can be filled out, initiating the formal dispute resolution process

Three Step Informal Dispute Resolution

HOW CAN WE HELP?

FAMILY HOUSING RESOLUTION PROCESS



STEP 1 IDENTIFY ISSUE

LIBERTY
24 HR
[888] 578-4141
WWW.LMHRESIDENTS.COM

HUNT
24 HR
[844] 887-6840
WWW.DELUZFAMILYHOUSING.COM

STEP 2 INCOMPLETE OR NOT SATISFIED, CONTACT MANAGEMENT

LIBERTY
MON-FRI 0800-1700
[760] 400 - 8179

HUNT
MON-FRI 0800-1800
[760] 385 - 4835

STEP 3 ISSUE UNRESOLVED

GOVERNMENT FAMILY HOUSING
MON-FRI 0730-1700
[760] 725-3025

PNDLFAMILYADVOCACY@USMC.MIL



FAMILY HOUSING DISTRICT OFFICES

DISTRICT OFFICE	PARTNER	ADDRESS	PHONE	HOURS
DEL MAR	LIBERTY	139 SANTA ROSA DR	(760) 430-0040	08:30-17:30 MON-FRI, 09:00-17:00 SAT
MESA	LIBERTY	1538 CHRISMAN RD	(760) 385-5318	08:30-17:30 MON-FRI, 09:00-17:00 SAT
STUART MESA	LIBERTY	3105 MITCHELL BLVD	(760) 430-0694	08:30-17:30 MON-FRI, 09:00-17:00 SAT
SAN ONOFRE	LIBERTY	202 CHAISSON RD	(949) 940-9178	08:30-17:30 MON-FRI, 09:00-17:00 SAT
EDSON	LIBERTY	310 ELLIS BLVD	(760) 237-6017	08:30-17:30 MON-FRI, 09:00-17:00 SAT
MOUNTAIN	LIBERTY	1201 BEGONIA ST	(760) 430-8476	08:30-17:30 MON-FRI, 09:00-17:00 SAT
DEL VALLE	LIBERTY	200 ASH STREET	(760) 410-6184	08:30-17:30 MON-FRI, 09:00-17:00 SAT
DELUZ	HUNT	108 MARINE DR	(760) 385-4835	08:00-18:00 MON-FRI

Formal Dispute Resolution Process

The formal dispute resolution process begins once you submit the request form provided by your MHO. You must first attempt to resolve your issue through the informal DRP before you can initiate the formal DRP



1. Complete Request Form

Complete Request Form and submit to the MHO who will determine eligibility



2. Participate in the Inspection

If the condition of the property is the subject of the dispute, the MHO will schedule an inspection of the property with your PPV Partner



3. Cooperate with the Investigation

The Investigator will review all records and conduct interviews as necessary



4. Recommend Action

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 and provide you a final decision on the dispute

Dispute Resolution Process Issues

As a tenant, you can begin the dispute resolution process to resolve issues concerning the following rights and responsibilities:



Maintenance and repairs



Rental payments



Displacement rights



Lease termination



Inspections



Fees and charges

Connect with Marine Corps Housing



<https://www.Pendleton.marines.mil/family/Family-housing/>



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