



Public-Private Venture (PPV) Mandatory PPV Housing Resident In-Brief



NAS Whidbey Island Housing Service Center

Welcome



- **Welcome from the Navy Housing Service Center (HSC) at NAS Whidbey Island**
The Fleet and Family Readiness team provides services that enhance Quality of Life at home and work. We serve as a catalyst for maximizing partnerships for the mental, physical, and social development of Department of Defense personnel, retirees and family members.
- **The Navy HSC staff is employed by the Navy to assist and advocate for Service Members and their families on any housing issue**
- **The NAS Whidbey Island Housing installation program director manages the HSC and reports directly to the installation commanding officer**
 - NAS Whidbey Island Installation Commanding Officer: **CAPT Mathew Arny, USN**
 - NAS Whidbey Island Installation Housing Program Director (IPD): **Wayne Short**
- **Hunt Military Communities is the privatized (PPV) company that owns and manages family housing at this installation**
 - Hunt, as the property manager, is the primary contact for maintenance, repairs, concerns, rent/billing issues
- **The Navy HSC is here to assist with unresolved issues or concerns**



Overview of Topics

- **HSC Services and Contact Information**
- **Hunt Contact Information**
- **What to Expect: Move-in and Move-out**
- **Tenant Bill of Rights**
- **Understanding Your Lease**
- **Hunt Payments and Fees**
- **Resident Energy Conservation Program (RECP)**
- **Housing Health and Safety**
- **Tenant Responsibilities**
- **Maintaining Your Home**
- **How to Report Maintenance Issues**
- **Types of Service Calls**
- **Tracking Maintenance/Work Orders**
- **HSC Issue Resolution Process**
- **Dispute Resolution Process**
- **Connect With Navy Housing**



NAS Whidbey Island Housing Service Center (HSC)

- **The Housing Service Center is available for:**

- Home finding at this installation or your next duty station
- Housing discrimination and Fair Housing complaints
- Cost savings and relief programs
- Housing questions and concerns
- Home inspections for move-in, pre-move out, move-out, or for issue resolution
- PPV Housing issue resolution
- Whenever you need a Navy Advocate for housing

- **HSC Contact Information:**

- **Street Address:** Nor'Wester 3675 W. Lexington Street, Bldg. 2556, Oak Harbor, WA 98278
- **Phone:** 800-876-7022 or 360-257-3331
- **Websites:** www.whidbey.navylifepnw.com/housing
- **Social Media:** Facebook: NavyLife NAS Whidbey Island and Instagram: @navylifepnw
- **Email:** Whidbey_Housing@navy.mil or whidbey-housing@navylifepnw.com



Hunt Military Communities at NAS Whidbey Island

- **Navy Privatized Housing is one of many choices Active Duty Service Members have to meet their housing needs**
- **PPV provides benefits that are not typically offered in community rentals**
 - Rent cannot exceed BAH w/dependents rate
 - No upfront costs including application fees
 - No credit history or salary requirements
- **Other Amenities:**
 - Community Centers
 - Work Out Facilities
 - Playground Areas
 - Parks and Walking Paths
 - Dog Parks
 - Basketball and Tennis Courts
 - 24 Hr. Maintenance line



Hunt Military Communities Contact Information

Whidbey Island Family Housing

- **Street Address:**
2205 Egret Drive
Oak Harbor, WA 98277
- **Phone:**
360-679-4241 or 866-616-3267
- **Website:** www.northwestmilitaryhousing.com
- **Facebook:**
Whidbey Island Family Housing
- **Email:** northsoundrso@huntcompanies.com

**See Hunt's Website for Community and Neighborhood information
with Floorplans and Pictures**

What to Expect: Move-In and Move-Out



Move-In	Move-Out
The Resident:	The Resident
Accepts home and terms of lease	Provides a notice to vacate to Hunt
Signs a lease	Returns the home in good condition
Tours the home for quality	
Hunt provides:	Hunt provides:
Lease signing	An inspection prior to move-out to assess the condition of your home
Keys	All maintenance services
Walk-through tour of your home	A move-out inspection using the same move-in inspection checklist
Move-in inspection with checklist	A final determination of any damages or repairs and associated costs
A survey asking about your move-in experience	A move-out survey for you to provide feedback
Navy HSC provides:	Navy HSC provides:
Answers to questions	Provides answers to questions and issue resolution services
Assistance with your move-in inspection	Assistance with move-out inspection, if requested
Follow-up to check-in with you	PCS assistance and HSC contact for your next location
Support to resolve any unresolved issues at move-in	Support on any issues



Tenant Bill of Rights

- **In 2020, laws were passed to assure PPV military residents' basic rights**
 - A housing unit and a community that meets applicable health and environmental standards
 - Working fixtures, appliances, and utilities
 - A written lease with clearly defined rental terms
 - A plain-language briefing by the installation housing office on all rights and responsibilities before signing a lease and 30 days after move-in
 - Sufficient time and opportunity to prepare and be present for move-in and move-out inspections
 - 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 a Military Tenant Advocate or a military legal assistance attorney
 - Management services that meet or exceed industry standards
 - Consistently honest, accurate, straightforward, and responsive communications
 - Access to an electronic work order system
 - Prompt and professional maintenance and repair
 - Advice from military legal assistance
 - Reasonable, advance notice of any entrance to the home
 - Common documents, forms, and processes
- **Residents will be provided the full Tenant Bill of Rights for review**



Understanding Your Lease

- Residents must accept and sign the PPV lease with DOD approved language
- The lease includes tenant's rights and responsibilities
- The lease includes *"Protect Your Family From Lead in Your Home"* EPA pamphlet, September 2013.
- The resident handbook is considered part of the lease
- In addition to the lease itself, the Hunt lease includes several addendums:
 - Community Handbook
 - Fire and Life Safety Disclosure Addendum
 - Mold Addendum
 - Pet Addendum
 - Reception Device Addendum
 - RECP Program Addendum (currently suspended)
 - Sex Offender Policy Addendum
 - Noise Disclosure Addendum
 - Landlord Tenant Law by the Consumer Resource Center – Office of Attorney General



Understanding Your Lease

- **You may also be asked to sign additional addendums depending on the type of home you are assigned and special circumstances:**
 - Asbestos Addendum
 - Lead-Based Paint Disclosure Addendum
 - Historic Home Addendum
 - Home Based Business Addendum
 - Live-In Care Provider/Live-In Aide Addendum
 - Long-Term Guest Addendum
 - Relocation Addendum
 - Rent Concession Addendum
 - **It is important to read through and understand what you are signing**
 - **If you have questions, contact the HSC at 800-876-7022, 360-257-3331 or Hunt Military Communities at 360-679-4241, 866-616-3267**
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Hunt Payment and Fees

- **Per Navy policy, military service members pay military housing rent in arrears by allotment**
 - Hunt will initiate the allotment collecting rent monthly in arrears. For example: August rent is collected through allotment during the month of August and sent to Hunt on September 1st paying your August rent payment.
 - US Coast Guard and Marine Corps service members are required to initiate and update their own allotments. This includes updating allotments when BAH changes occur (examples: promotions or yearly changes). Not doing so could result in additional rental late fees.
 - Move In and Move Out partial rent payments (pro-rates) may require direct payment coordinated by Hunt.
- **Additional fees authorized by the lease and the DoN**
 - \$50 Late Fee if Rent is not paid by the 5th of the month
 - \$25 Returned Check Fee
 - \$250 Early Termination Break Lease Fee
 - Extra Trash Charge Fees
 - Damage Fees
 - Pet Sanitation Fee
 - RECP late fees (not paid prior to suspension)



Resident Energy Conservation Program (RECP)

- **The NDAA temporarily suspended the RECP Program in 2020**
 - Residents will continue to receive statements, but no payments are required
 - Residents will be notified prior to RECP resuming
 - PPV partners are ensuring that all homes have accurate meters
- **Basic Allowance for Housing (BAH)/Rent includes an amount for utilities**
- **“Normal” utilities usage is determined by house type**
- **Residents that use more will receive a bill for the amount over “normal”**
- **Residents that use less will receive a credit for the amount conserved**
- **Residents with serious medical conditions can be exempted with NAS Whidbey Island Commanding Officer approval**
 - Contact the Navy HSC office for the waiver request application
 - Wounded Warriors are exempt upon request
- **Visit www.cnic.navy.mil/RECP for detailed information about RECP**



Health and Safety

- **Navy Housing Service Centers (HSCs) provide support with issue resolution for customers living in military, privatized and community housing.**
- **We stand ready to serve as your:**
 - Navy advocate for you and your family when housing maintenance, health or safety issues arise
 - Independent facilitator to help you and your landlord communicate when there is an issue and facilitate a mutually-agreed upon resolution
 - Liaison to military leadership and legal offices to address issues that cannot be resolved using our services
- **Contact your HSC if you have a housing complaint or need resolution on a housing issue.**
 - 800-876-7022 or 360-257-3331
 - Whidbey_Housing@navy.mil or whidbey-housing@navylifepnw.com



Health and Safety – Window Safety

- **Warm weather and the urge to open a window pose a potential danger that many people don't realize until it's too late – window falls.**
- **Window safety stickers and latches should be installed on 2nd floor windows. Contact Hunt if missing or broken.**
- **Teach children about the hazards of playing near an open window and make sure they understand that a screen will not stop them from falling. Additional safety tips and resources can be found in the linked below.**
- **Resource:**
 1. National Safety Council Window Safety Information:

www.nsc.org/home-safety/safety-topics/child-safety/window-safety



Health and Safety – Window Safety

Window Safety Tips



Preventing falls out of windows is as important as learning how to use one in an emergency. Unattended children run the greatest risk of falls and injuries, so the best first step is to watch your children as they play. Nothing can substitute for careful supervision.

1. Windows provide a secondary means of escape from a burning home. Determine your family's emergency escape plan and practice it. Remember that children may have to rely on a window to escape in a fire. Help them learn to safely use a window under these circumstances.
2. When performing spring repairs, take care to make sure that your windows are not painted or nailed shut. You must be able to open them to escape in an emergency.
3. Keep your windows closed and locked when children are around. When opening windows for ventilation, open windows that a child cannot reach.
4. Set and enforce rules about keeping children's play away from windows or patio doors. Falling through the glass can be fatal or cause serious injury.
5. Keep furniture — or anything children can climb — away from windows. Children may use such objects as a climbing aid.
6. If you have young children in your home and are considering installing window guards or window fall prevention devices, be aware that the window guards you install must have a release mechanism so that they can be opened for escape in a fire emergency. Consult your local fire department or building code official to determine proper window guard placement.
7. Some homes may have window guards, security bars, grilles or grates already covering their windows. Those windows are useless in an emergency if the devices on them do not have a functioning release mechanism. Time is critical when escaping a fire.
8. Do not install window unit air conditioners in windows that may be needed for escape or rescue in an emergency. The air conditioning unit could block or impede escape through the window. Always be sure that you have at least one window in each sleeping and living area that meets escape and rescue requirements.
9. The degree of injury sustained from a window fall can be affected by the surface on which the victim falls. Shrubs and soft edging like wood chips or grass beneath windows may lessen the impact if a fall does occur.



Health and Safety – Lead Paint

- Many houses and apartments built before 1978 have paint that contains lead (called lead-based paint). Lead from paint, chips, and dust can pose serious health hazards if not taken care of properly.
- Federal law requires that individuals receive certain information before renting or buying a pre-1978 housing:
 - LANDLORDS must disclose known information on lead-based paint and lead-based paint hazards before leases take effect. Leases must include a disclosure form about lead-based paint.
- Resources: EPA Lead Information: <https://www.epa.gov/lead>

Information Pamphlets found on this site:

1. Protect Your Family from Lead in Your Home
2. Renovate Right: Important Lead Hazard Information for Families, Child Care Providers, and Schools

Health and Safety - Mold



NAVY REGION NORTHWEST Housing

WHAT IS MOLD?

Molds are a type of fungus found just about everywhere - on plants, mulch and even foods. They are beneficial to the environment because they break down dead material. Certain types of mold have proven extremely valuable in the production of antibiotics. Molds produce spores, very tiny and lightweight reproductive bodies that travel easily through the air. However, when molds are present in large numbers, they may cause symptoms in some people that are similar to allergies caused by plant pollens.

HOW DOES MOLD GROW?

In order to grow, mold needs oxygen, food and water. Oxygen is in air, and almost anything can be a food source. Examples include most everything in your house: cellulose materials (like insulation, paper products, cardboard, ceiling tiles and wood), carpet, dust, paint, wallpaper, wallboard and even furniture. It's the water that's usually missing. However, even a small amount of moisture that stays in your house may be enough to let the mold spores grow. It can come from leaking pipes, roofs or windows, flooding, overflows from the washing machine or dishwasher, humidifiers, or improperly vented appliances.

WHAT ELSE CAN I DO?

Anyone experiencing hay fever-like allergies or who has been medically diagnosed with allergies may want to:

- Use allergen resistant covers for mattresses and pillows.
- Clean your house with a HEPA-filtered vacuum cleaner. This will minimize allergens released to the air during cleaning.
- Periodically change the air filters for your air conditioner and indoor ventilation system.

WHO SHOULD I CALL IF I SUSPECT A MOLD PROBLEM IN MY HOUSE?

Contact your neighborhood or property manager. If you need additional guidance or are not satisfied with the resolution, contact your NW Housing Services Center at 1-800-876-7022.

If you suspect health problems, contact your health care provider or call the base Occupational Health Clinic.

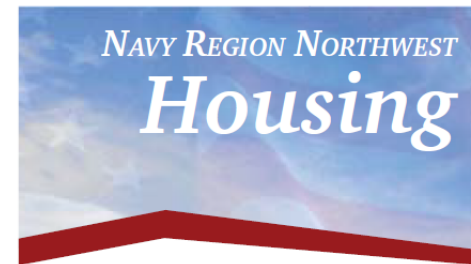
More Information on Mold:

EPA's Mold, Moisture & Your Home

www.epa.gov/mold/moldguide.html

CDC's Mold in the Environment

www.cdc.gov/mold/faqs.htm



NAVY REGION NORTHWEST Housing

WHAT YOU SHOULD KNOW ABOUT **MOLD**



1.800.876.7022

NBK-HOUSING@NAVYLIFEPNW.COM

EVERETT-HOUSING@NAVYLIFEPNW.COM

WHIDBEY-HOUSING@NAVYLIFEPNW.COM

NBK-HOUSING@NAVYLIFEPNW.COM
EVERETT-HOUSING@NAVYLIFEPNW.COM
WHIDBEY-HOUSING@NAVYLIFEPNW.COM

Health and Safety - Mold



CAN MOLD AFFECT MY HEALTH?

Molds rarely affect healthy people. In fact, we are exposed to molds and spores every day. If mold is growing on a surface, spores may spread into the air where they can be inhaled. We can also ingest (eat) spores. Some people who ingest or inhale a large number of spores may have health effects. For example, naturally occurring molds in outside air are associated with allergies in some adults and children, often producing symptoms like hay fever. Hay fever-like reactions are common and include:

- Nasal and sinus congestion
- Eye irritation (burning, watery, or reddened eyes)
- Dry cough
- Nose or throat irritation
- Skin rashes
- Respiratory problems like wheezing, difficulty breathing and shortness of breath, especially in individuals with chronic respiratory diseases such as asthma

In very rare and extreme cases, some people report headaches, memory problems, mood swings, nosebleeds, body aches and pains, and fevers.

Also, some people are more sensitive to molds than others, including:

- Infants and children
- Elderly people
- Immune compromised patients (such as people with HIV infection, cancer, liver disease, or those receiving chemotherapy)
- Individuals with existing respiratory conditions, such as allergies and asthma

If you think you have a health problem caused by mold in your home, call the occupational health clinic at your local Naval Hospital, Branch Clinic or your personal physician for an appointment. If your doctor diagnoses a specific problem associated with mold, he may ask a Naval Hospital industrial hygienist to evaluate your home environment.

HOW CAN I PREVENT MOLD IN MY HOUSE?

Some routine measures will help prevent mold growth in your home. The most effective step is to eliminate the source of water because mold must have water to grow. Mold growth is almost always associated with moisture, water leaks, or elevated humidity levels. Here are some things you can do to keep mold from growing:

1. Report any water problems or leaks to the Housing Manager. These should be repaired as soon as possible.
2. Keep indoor humidity levels low (30-60% is ideal) by venting bathrooms, dryers, and other moisture-generating sources to the outside; using air conditioners and dehumidifiers; increasing seasonal cross-flow ventilation by opening windows and doors periodically; and using exhaust fans when cooking and dishwashing.
3. Don't install carpeting in areas that are likely to be damp (bathrooms, garages or foyers).
4. Dry out wet areas as soon as possible, but at least within 48 hours, to prevent significant mold growth.
5. Clean small amounts of mold on hard surfaces (less than 10 square feet) using soap and water. Wear

rubber gloves and scrub the affected area with the soapy water until clean. Rinse with clean water. Let the treated area dry naturally overnight.

- Do not use ammonia cleaners.
- Do not clean up mold if you have been diagnosed with mold allergies or sensitivities.
- Do not clean large areas of mold.

If the mold comes back in a week or two, either the area is still getting wet or all of the mold wasn't cleaned off. Check again for a leak or other water source and repair as needed. Repeat the cleaning procedure twice: scrub, rinse, scrub, rinse and dry completely.

HOW DO I TELL IF I HAVE A MOLD PROBLEM IN MY HOUSE?

Look around! The most practical way to find a mold problem is by using your eyes to look for mold growth and by using your nose to locate the source of suspicious odors. Mold often appears as discoloration, staining, or fuzzy growth on the surface of building materials or furnishings. If you see what you think is mold (appears cottony, velvety, granular, or leathery; has varied colors of white, gray, brown, black, yellow, green) or if there is an earthy or musty smell, you should assume a mold problem exists.

SAMPLING OR TESTING FOR MOLD

Is sampling for mold needed?

In most cases, if visible mold growth is present, sampling is unnecessary. Since no EPA or other federal limits have been set for mold or mold spores, sampling cannot be used to check a building's compliance with federal mold standards.

1.800.876.7022

NBIC-HOUSING@NAVYLIFEPNW.COM EVERETT-HOUSING@NAVYLIFEPNW.COM WHIDBEY-HOUSING@NAVYLIFEPNW.COM



Tenant Responsibilities

- ***Per your lease, it is your responsibility to:***

- 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
- Maintain standard upkeep of the housing unit as instructed by the housing management office
- 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
- Not engage in any inappropriate, unauthorized, or criminal activity in the housing unit or common areas
- 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
- 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



Tenant Responsibilities

- **Additional Tenant Responsibilities**
 - Renters insurance is a responsibility of the resident, and is strongly encouraged to protect your belongings and prevent financial hardships
 - Residents are responsible for keeping their home clean and in good order
- **Animal Responsibilities**
 - You are responsible for your animals at all times
 - Residents are responsible for all animal damage to their home or common spaces
 - Hunt “Pet Bite, Pet Gone” Policy – All reported pet bites require removal of pet from the home
- **Important local policies to consider. If you have further questions, please contact the HSC or Hunt.**
 - Personal protection/safety and security/firearms
 - Facility use and services
 - Visitors and guests
 - Parking



Maintaining Your Home

- **Prevent Pests**

- Promptly clean kitchen counters and dispose of food debris
- Keep food in air-tight containers
- Clear outside doorways and windows of leaves and dirt
- Remove uncovered or loose trash from patios or outside areas
- Keep pet food inside

- **Prevent Mildew, Moisture, Mold**

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

- **Prevent Damage to Appliances and Systems**

- Check and change your filters
- Clean and monitor major appliances
- Check and change batteries for smoke/CO detectors

- **Report Maintenance Issues to Hunt Immediately!**

- Maintenance emergencies, Trouble calls, Safety concerns, Resident compliance issues



How to Report Maintenance Issues

- **Report Maintenance Issues to Hunt Immediately!**

Emergency Maintenance Work Orders:

1. Call by Phone: 866-616-3267

Urgent Maintenance Work Orders:

1. Call by Phone: 866-616-3267

2. Complete Online Work Order at: <https://www.northwestmilitaryhousing.com/current-residents/resident-services-maintenance-request>

Routine Maintenance Work Orders:

1. Call by Phone: 888-335-3297

2. Complete Online Work Order at: <https://www.northwestmilitaryhousing.com/current-residents/resident-services-maintenance-request>

3. Download RENTCafe App from Apple, Android or Microsoft. Contact Hunt for registration information.
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Types of Service Calls

Due to current COVID 19 conditions response times may vary. Hunt maintenance operations continue with service technicians on-site to assist residents with Urgent and Emergency needs. Submitting Routine work orders is still encouraged and will be scheduled once normal operations are back in place.

Type of Service Call	Examples	Response Time *Depending on Parts
Emergency <ul style="list-style-type: none"> Critical safety, life threatening issues Resident with a medical requirement for stable temp levels 	Gas leaks, fire, power loss, sewage back-up, flood, only toilet inoperable	<ul style="list-style-type: none"> 30-minute initial response during normal business hours, 60 minutes after-hours and weekends Available 24/7/365
Urgent <ul style="list-style-type: none"> Habitability Issue 	Broken window, garage door inoperable, kitchen sink back-up, refrigerator inoperable	<ul style="list-style-type: none"> 4-hour initial response Available 24/7/365
Routine <ul style="list-style-type: none"> Convenience Unit care issues 	Single burner inoperable, repair screens, fence slat broken	<ul style="list-style-type: none"> 24 hours, 1 working day initial response Every effort to resolve the service request within 5 working days after appointment



Tracking Maintenance/Work Orders

- **Routine Work Orders can easily be submitted and tracked:**
 - **Online Resident Portal Work Order:** Complete Online Work Order
<https://www.northwestmilitaryhousing.com/current-residents/resident-services-maintenance-request>
 - **Download RENTCafe App from Apple, Android or Microsoft.**
 - Contact Hunt for registration information.



HSC Issue Resolution Process

- **Report issue to your Hunt Property Manager**
- **If your issue is not resolved to your satisfaction, contact the Navy HSC**
- **Counselors are available to help you communicate with the Hunt Property Manager to assist in finding a mutually agreed upon resolution**
- **You can always contact your chain of command with your housing issues**
- **The Navy HSC is the military tenant advocate for you and your family when any housing issues arise**

Additional Resources Include:

Fleet & Family Services (FFS), Region Legal Service Office (RLSO) and, in cases of health concerns, your Primary Care Physician

HSC Issue Resolution Process



NAS WHIDBEY ISLAND HOUSING

HOW CAN WE HELP?

EVERY RESIDENT SUGGESTION, CONCERN AND COMPLAINT IS IMPORTANT!

KNOW WHO TO CONTACT IF YOU ARE NOT SATISFIED

**YOUR LOCAL PPV
PROPERTY MANAGER**



**YOUR NAVY ADVOCATE
FOR HOUSING**

HUNT

MGMT: 360-679-4241
MAINT: 866-616-3267
northwestmilitaryhousing.com

**CONTACT YOUR NAVY
HOUSING SERVICE CENTER OR
CHAIN OF COMMAND**

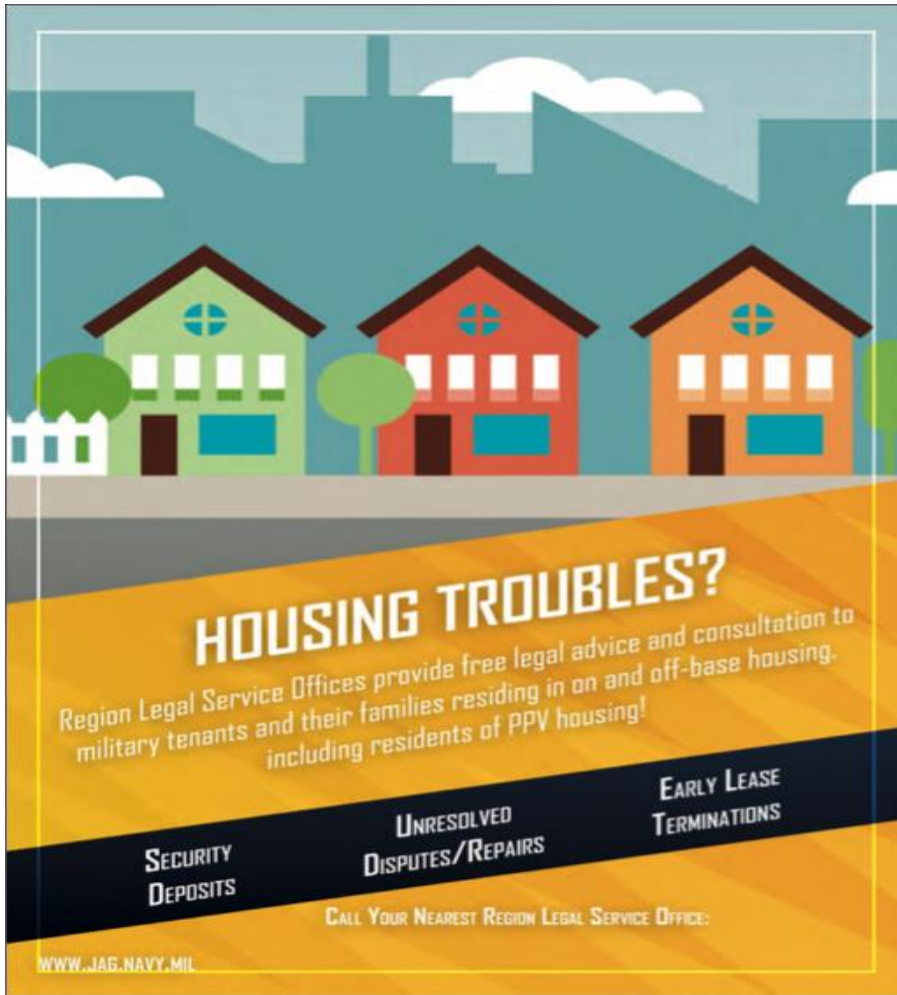
360-257-3331
Whidbey_Housing@navy.mil

NAVAL REGION NORTHWEST HOUSING: CNRNW_Housing@navy.mil





HSC Issue Resolution Process



Navy Region Legal Services NW

- **RLSO NW Whidbey Island**

1045 W. Midway Street, Building 2739
 Oak Harbor, WA 98278-1300
 (360) 257-2126/27
 DSN: 820-2126/27

- **Website:**

https://www.jag.navy.mil/legal_services/riso/riso_northwest.htm



Connect with Navy Housing

Find your local Navy Housing Service Center (HSC)

**Nor'Wester 3675 W. Lexington Street, Bldg. 2556
Oak Harbor, WA 98278
800-876-7022 or 360-257-3331**



www.facebook.com/Navylife NAS Whidbey Island



[@navylifepnw](https://twitter.com/navylifepnw)



www.pinterest.com/NavyHousing



www.YouTube.com/NavyHousing

Visit: www.whidbey.navylifepnw.com/housing

Email: Whidbey_Housing@navy.mil,
whidbey-housing@navylifepnw.com
