



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



Naval Air Weapons Station - Housing Service Center



Welcome

Welcome from the Navy Housing Service Center (HSC) for the Naval Air Weapons Station China Lake

It is our mission, and our pleasure, to assist you in locating safe, suitable and affordable housing!

- ***The Navy HSC staff is employed by the Navy to assist and advocate for Service Members and their families on any housing issue***
- ***The Housing installation program director manages the Housing Service Center and reports directly to the Installation Fleet & Family Readiness Director and subsequently the Installation Commanding Officer -***
- ***Installation Commanding Officer: Captain Vaughan***
- ***Installation Fleet & Family Readiness Director: Brian Weeks***
- ***Installation Program Director (IPD): Alexandra Forrest***
- ***Liberty Military Housing is the privatized company that owns and manages family housing at this installation***
 - ***Liberty Military Housing, as the property manager, is the primary contact***
 - 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***
- ***Liberty Military Housing Contact Information***
- ***What to Expect: Move-in and Move-out***
- ***Tenant Bill of Rights***
- ***Anti-Retaliation and Anti-Reprisal Rights***
- ***Understanding Your Lease***
- ***Fees and Payments***
- ***Resident Energy Conservation Program (RECP)***
- ***Tenant Responsibilities***
- ***Window Safety***
- ***Maintaining Your Home***
- ***Renters Insurance***
- ***How to Report Maintenance Issues***
- ***Types of Service Calls***
- ***Tracking Maintenance/Work Orders***
- ***HSC Issue Resolution Process***
- ***Dispute Resolution Process***
- ***Local Information***
- ***Connect With Navy Housing***



Naval Air Weapons Station – China Lake

Housing Service Center

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**

Housing Service Center Contact Information:

- **Street Address: Building 1395**
- **Phone: 760-939-4450**
- **Website: <https://chinalake.navylifesw.com/>**
- **Facebook/Social Media: <https://facebook.com/nawscl.ffr/>**
- **Email: https://Chinalake_Housing@navy.mil/**



Liberty Military Housing at Naval Air Weapons Station – China Lake

- ***Navy Privatized Housing is one of many choices Service Members have to meet their housing needs***
- ***Public Private Venture (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***

Physical Location:

Liberty Military Housing
China Lake District Office
1409 Kearsarge Avenue
China Lake, CA 93555

Contact Numbers:

COMM: 760-446-1320
FAX: 760-446-4915

Email: chinalakeinfo@lpsi.com

Website: <https://www.livelmh.com/installations/ca/ridgecrest/china-lake-naws/>

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 Liberty Military Housing – 30 days prior to anticipated departure date.
Signs a lease	Returns the home in good condition
Tours the home for quality	
Liberty Military Housing provides:	Liberty Military Housing 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– The Housing Service Center can assist and will attend.
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 summary of the past 7 years of maintenance conducted in your prospective home***
 - ***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***



Tenant Bill of Rights, continued

- ***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***
- ***To enter into a standardized, formal dispute resolution process***
- ***To have rent payments segregated, with Navy approval, pending completion of the dispute resolution process***
- ***Reasonable, advance notice of any entrance to the home***
- ***Not pay non-refundable fees or have application of rent credits arbitrarily held***
- ***Common documents, forms, and processes***

- ***Residents will be provided the full Tenant Bill of Rights for review***



Anti-Retaliation and Anti-Reprisal Rights

- ***As a tenant of PPV housing, you have the right to report issues with your housing without fear of reprisal or retaliation***
- ***You can report housing issues to the PPV company, the Housing Service Center, or your Command.***
- ***Forms of reprisal and retaliation include:***
 - ***Unlawful recovery of, or attempt to recover, possession of the housing unit***
 - ***Unlawfully increasing the rent, decreasing services, or increasing the obligations of the tenant***
 - ***Interference with a tenant's right to privacy***
 - ***Harassment of a tenant***
 - ***Refusal to honor the terms of the lease***
 - ***Interference with the career of a tenant***
- ***If you have a concern or want to report retaliation or reprisal, you can contact in writing the Housing Service Center, your commanding officer, or the installation commanding officer***
- ***All formal complaints will be investigated and reported to the Assistant Secretary of the Navy***



Understanding Your Lease

- **All PPV companies have agreed to use the same DOD-written Universal Lease, with Navy-approved local addenda**
- **Residents must accept and sign the PPV lease.**
- **The lease includes tenant's rights and responsibilities.**
- **The resident handbook is considered part of the lease.**
- **In addition to the lease itself, the Liberty Military Housing lease includes several addendums -**
 - Asbestos Containing Materials Addendum
 - Cat & Dog Addendum
 - * Community Policies, dated February 2019
 - * Executive Home Addendum
 - * Historic Home Addendum
 - * Mold Addendum
 - Move-In Condition Form
 - Satellite Dish & Antenna Agreement
 - Proposition 65 Disclosure
 - Surrounding Land Use Disclosure
 - Ordnance Disclosure
 - UDEFT Addendum (if applicable)
 - Aircraft Noise and Aircraft Accident Risk Disclosure Addendum
 - * Inventory Report Lead Hazard Information and Disclosure Addendum
 - * Flood Disclosure Addendum
 - * Mold Addendum
 - * Move-In Condition Form
 - * Satellite Dish & Antenna Agreement
 - * Proposition 65 Disclosure
 - * Surrounding Land Disclosure
 - * Home Based Business Addendum
 - * Executive Home Lease Termination Agreement
 - * Assistive Animal Addendum
 - * RECP Addendum
 - * Bed Bug Addendum
- **It is important to read through and understand what you are signing**
- **If you have questions, contact the Housing Service Center**



Resident Energy Conservation Program (RECP)

The NDAA temporarily suspends the RECP in 2020. PPV partners are ensuring that all homes have accurate meters.

Please note - Residents will continue to receive statements, but no payments are required.

Residents will be notified when RECP resumes.

Program Summary -

- 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 Commanding Officer approval***
- Wounded Warriors are exempt upon request***
- See the provided RECP flier included with this brief for more information***
- Visit www.cnic.navy.mil/RECP for detailed information about RECP***



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, continued

- **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 on the Installation*
- *Residents are responsible for all animal damage to their home or common spaces*

Important local policy:

- **Personal protection/safety and security/firearms** - *You have 10 days from the date you check in to NAWS China Lake to register any firearms with CLPD (China Lake Police Department). There are no illegal firearms per California State and federal laws.*
- **Visitors and guests** – *Guest visiting for over 14 days require approval from Liberty Military Housing.*



Window Safety

- **Information provided is from the National Safety Council www.nsc.org and the Window Safety Taskforce**
 - **It is everyone's responsibility to protect children from window falls:**
 - **When young children are around, keep windows closed and locked**
 - **Supervise children to keep child's play away from windows, balconies or patio doors.**
 - **Avoid placing furniture near windows to prevent young children from climbing and gaining access to an open window**
 - **Don't allow children to jump on beds or other furniture to help reduce potential falls**
 - **Don't rely on insect screens to prevent a window fall.**
 - **Teach your child how to safely use a window to escape during an emergency, such as a fire.**
- **Talk to your PPV Partner or Navy HSC if you have any additional questions or concerns about window safety.**



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**
 - **Maintain back yard and areas close to exterior doors**
 - **Check door sweeps and seals**
- **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 Liberty Military Housing immediately!



Renters Insurance

- ***Your lease includes the requirement for you to maintain a general liability renters insurance policy to cover no less than \$100,000. Renters insurance is NOT part of the rent you pay to PPV Partner.***
- ***All Service Members are encouraged to purchase additional personal renters insurance for protection from unexpected expenses. Basic policies generally cover personal property – most renters' property is worth more than the most basic coverage***
- ***Basic coverage may not cover the rental unit itself – meaning if damage is caused and the tenant is at fault (like a kitchen fire) YOU may be charged the full amount to repair the unit***
- ***Renters insurance is widely available – and may even be available through your car insurance company***
- ***Make sure you understand what is and is not covered in your insurance policy.***
- ***The Legal Services Office on the installation can assist you in understanding the policy terms and conditions***
- ***Legal Services Office, China Lake: 760-939-6065***



How to Report Maintenance Issues

Report maintenance issues right away

- *Maintenance emergencies*
- *Trouble calls*
- *Safety concerns*
- *Resident compliance issues*
- *Liberty has a QR Code for maintenance requests!*



- ***Emergency & Urgent Maintenance requests: 1-888-578-4141***

- **Routine Maintenance request options:**

- 1. Contact the Resident Call Center at 1-888-578-4142***
- 2. Resident Portal at <https://www.LMHResidents.com/>***
- 3. Utilize the Liberty Military Resident App on your phone at Google Play or the Apple App store.***

The Navy HSC is always available to assist with unsatisfactory maintenance, work orders, repairs or services

Types of Service Calls



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 outage, sewage back-up, flood, only toilet inoperable	<ul style="list-style-type: none"> 1 hour initial response 24 hours to complete emergency work* Available 24/7/365
Urgent <ul style="list-style-type: none"> Habitability Issue 	Broken window, garage door inoperable, kitchen sink back-up, light-fixtures not working, Refrigerator inoperable	<ul style="list-style-type: none"> 4 hours initial response 1 business day to complete work*
Routine <ul style="list-style-type: none"> Convenience Unit care issues 	Single burner inoperable, repair screens, light bulb replacement	<ul style="list-style-type: none"> 1 business day initial response 5 days to complete work*



Tracking Maintenance/Work Orders

LIBERTY
MILITARY HOUSING

Liberty At Your Service App!

Download on the App Store | Get it on Google play

Download our free app today!

Liberty At Your Service App makes it easy for your family to manage the maintenance of your Liberty Military Housing home, even when you are on the go. The app makes it easy to request maintenance on your home and track the progress.

The advertisement features a photograph of a smiling man in military uniform (a Marine) interacting with a woman and a young boy. The woman is looking at the man, and the boy is pointing towards him. The background is slightly blurred, focusing on the family.

- Submit and track your maintenance requests at the Resident Portal <https://www.LMHResidents.com/>
- Download the Liberty At Your Service App on your phone at Google Play or the Apple App store.



Housing Service Center Issue Resolution Process

- ***Report your issue to Liberty Military Housing District Manager – April Carew 760-446-1320.***
- ***Contact the Regional Management team at Liberty Military Housing 858-874-8100.***
- ***If your issue is not resolved to your satisfaction, contact the Navy HSC at 760-939-4450.***
- ***Counselors are available to help and 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 (contd)

The Navy Housing logo consists of a red chevron above the words "Navy Housing" in a serif font.

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

CONTACT YOUR NAVY HOUSING SERVICE
CENTER OR CHAIN OF COMMAND

WWW.CNIC.NAVY.MIL/CONTACTHOUSING





HSC Issue Resolution Process (contd)

HOUSING TROUBLES?

Region Legal Service Offices provide free legal advice and consultation to military tenants and their families residing in on and off-base housing, including residents of PPV housing!

SECURITY DEPOSITS **UNRESOLVED DISPUTES/REPAIRS** **EARLY LEASE TERMINATIONS**

CALL YOUR NEAREST REGION LEGAL SERVICE OFFICE:

WWW.JAG.NAVY.MIL

The graphic features a stylized illustration of three houses in green, red, and orange, set against a background of a city skyline and a blue sky with white clouds. The text is overlaid on a yellow and black background at the bottom of the illustration.



Dispute Resolution Process for Tenants

- **As a tenant of Liberty Military Housing, you have the right to enter into the formal Dispute Resolution Process and the right to have your rental payments held from Liberty Military Housing pending a formal dispute**
- **Basics of the formal Dispute Resolution Process:**
- **You must first attempt resolution of issues directly with Liberty Military Housing. If unsuccessful, you must attempt to reach resolution using the Navy HSC's issue resolution process**
- **If no resolution is reached, you may complete the dispute resolution form and submit to the HSC to begin the formal process**
- **To use the Dispute Resolution Process, you must allow Liberty Military Housing, HSC, and independent investigator into your home for inspection(s). The HSC will attempt to schedule at a convenient time for all parties**
- **The tenant, Liberty Military Housing, HSC, and investigator will provide written recommendations for resolution of the dispute**
- **The deciding authority, generally the Regional Commander, makes the final decision**
- **The process is expected to take 30-60 days**
- **You can find the Dispute Resolution Form, as well as the full policy and lease addendum, online at <https://ffr.cnmc.navy.mil/Navy-Housing/Forms-Policy-Resources/>**



Connect with Navy Housing

Find your local Navy Housing Service Center (HSC)

www.cnic.navy.mil/ContactHousing



www.facebook.com/NavyHousing



@NavyHousing



www.pinterest.com/NavyHousing



www.YouTube.com/NavyHousing

Visit: www.cnic.navy.mil/Housing

Email: **NavyHousingHQ@navy.mil**

Questions?



- **Housing Service Center Contact Information:**

- **Address:** Building 1395 Hussey RD
- **Phone:** **760-939-4450**
- **Website:** <https://chinalake.navy.lifesw.com/>
- **Facebook/Social Media:** <https://facebook.com/nawscl.ffr/>
- **Email:** https://Chinalake_Housing@navy.mil/

- **Liberty Military Housing Contact Information:**

- **Address:** 1409 Kearsarge Avenue
- **Phone:** **760-446-1320**
- **Website:** <https://www.livelmh.com/>
- **Facebook/Social Media:** <https://www.facebook.com/LMHChinaLake>
- **Email:** acarew@livelmh.com