



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

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 and Family Readiness Director and the Installation Commanding Officer -***
 - ***Installation Commanding Officer: Captain Dale***
 - ***Installation Program Director (IPD): Steve Pohrivchak***
- ***Lincoln Military Housing is the privatized company that owns and manages family housing at this installation***
 - ***PPV, 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*
 - *PPV Contact Information*
 - *What to Expect: Move-in and Move-out*
 - *Tenant Bill of Rights*
 - *Understanding Your Lease*
 - *Fees and Payments*
 - *Resident Energy Conservation Program (RECP)*
 - *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*
 - *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://ChinalakeHousing@navy.mil/>***



Lincoln 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:

Lincoln 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://lincolnmilitary.com/installations/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 Lincoln Military Housing – 30 days prior to anticipated departure date. |
| Signs a lease | Returns the home in good condition |
| Tours the home for quality | |
| Lincoln Military Housing provides: | Lincoln 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 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 resident handbook is considered part of the lease.***
- ***In addition to the lease itself, the Lincoln 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.cnmc.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 under 14 days must be approved thru the Visitors Center. Guest visiting for over 14 days require approval from the Installation Commanding Officer and concurrence by Lincoln Military Housing.*



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***
- ***Prevent Damage to Appliances and Systems***
 - ***Clean and monitor major appliances (check behind appliances for debris)***
 - ***Check batteries for smoke detectors***

Report Maintenance Issues to Lincoln Military Housing immediately!



How to Report Maintenance Issues

Report maintenance issues right away...

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

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.lincolnmilitary.com>***
- 3. Utilize the Lincoln Military Resident App for 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"> 30-minute initial response 1 day 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-hour 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 working day initial response 1 business day to complete work* |



Housing Service Center Issue Resolution Process

- ***Report your issue to Lincoln Military Housing District Manager – April Carew 760-446-1320.***
- ***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)



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

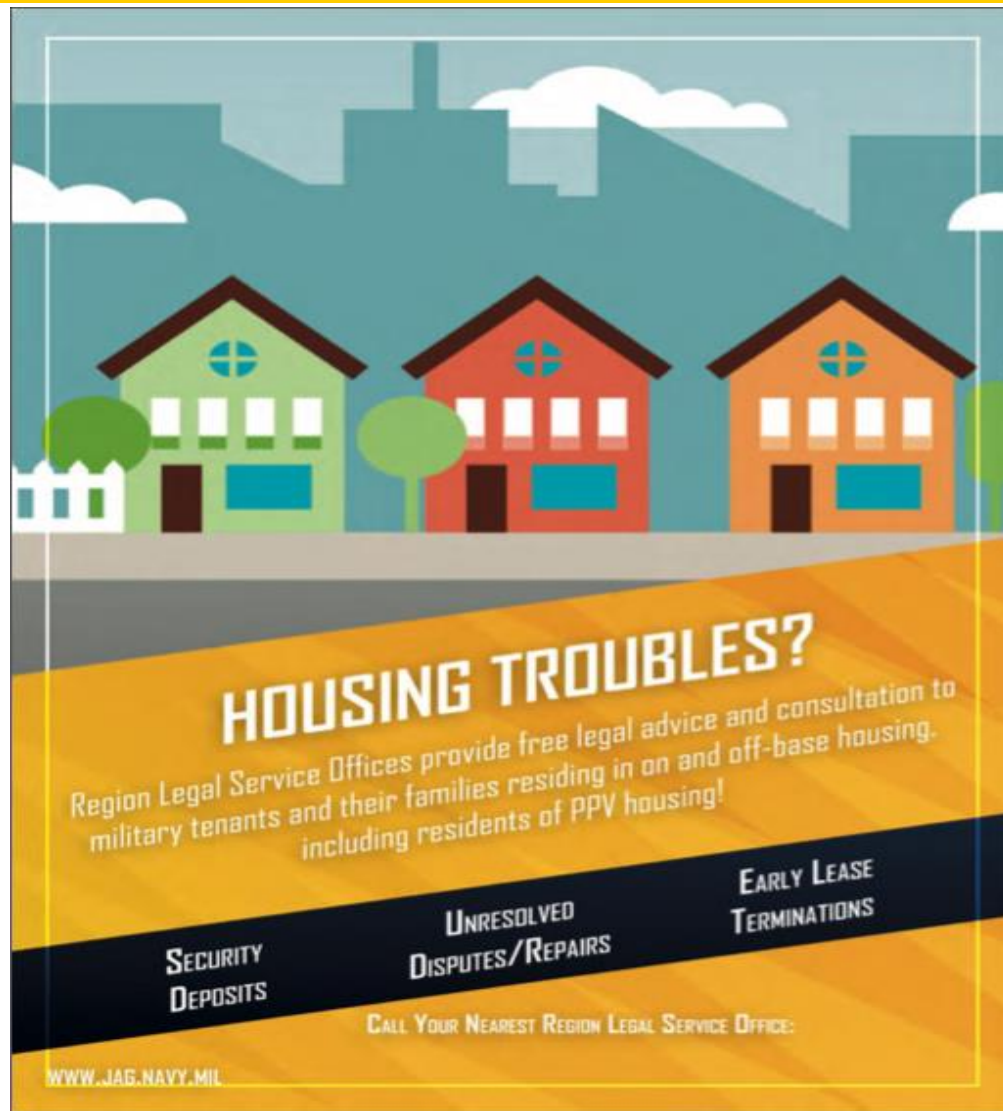
CONTACT YOUR NAVY HOUSING SERVICE
CENTER OR CHAIN OF COMMAND

WWW.CNIC.NAVY.MIL/CONTACTHOUSING





HSC Issue Resolution Process (contd)





Dispute Resolution Process

- ***Dispute Resolution Process – formal dispute resolution process is still being negotiated among the Services and their respective PPV Partners.***

Other Local Information



HOW TO GET MWR/FFR NEWS:

WEBSITE:
ChinaLake.NavyLifeSW.com

FACEBOOK:
f /NAWSCL.FFR

DoD EMPLOYEES:
We are on Fusion! Search for our MWR/FFR page and our #LandSailing Chat!

MOBILE APP:
NavyLifeSW China Lake

MWR MAGAZINE:
Desert Winds

NEWS B LAST:
Email chlk_clmarketing@navy.mil to be added

Desert Winds
Splash!
Sunset Sailing
Guide is Open!

New! China Lake Calendar of Events

NEWS BLAST



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

• **Lincoln Military Housing Contact Information:**

- **Address:** 1409 Kearsarge Avenue
- **Phone:** **760-446-1320**
- **Website:** <https://lincolnmilitary.com/installations/china-lake-naws/>
- **Facebook/Social Media:** <https://www.facebook.com/LMHChinaLake>
- **Email:** acarew@lpsi.com