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

Marine Corps Base Camp Pendleton
Military Housing Office

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.

The MHO is employed by the Marine Corps to assist and advocate for Service Members and their families on any housing concerns.

The installation housing director manages the MHO and reports directly to the installation commanding officer.

Lincoln and Hunt (DeLuz) are the privatized company that owns and manages family housing at this installation.

The MHO is here to be your advocate with any PPV concerns and can also assist with government documents.

PPV Partnership

The installation leadership and the PPV partners share a productive relationship to provide high quality housing.

Installation Commanding General: BGen Jason G. Woodworth, USMC

Installation Housing Director: Mr. Robert Marshall

PPV, as the property manager, is the initial primary contact for maintenance, repairs, concerns, rent/billing issues.

Shared Housing Office

The PPV and MHO share office space for your convenience.

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Camp Pendleton
Military Housing Office

The MHO provides various services to USMC service members and their families.

The MHO can assist with:

- Home referral services for off-base housing, MHO contact for next duty station
- Fair Housing Act concerns or complaints
- Cost savings and relief programs
- Housing questions and concerns
- MHO staff will be present during move-in, move-out, and other inspections performed by PPV
- Housing advocate in the 3 step issue resolution process
- Advocacy on your behalf for any concerns you may have

MHO Contact Information:

- Street Address: 98 San Jacinto Road Oceanside, CA 92058 (Located on Camp Pendleton)
- Phone: (760) 725-5995 or 1 (800) 843-2182
- Website: **https://www.pendleton.marines.mil/Family/Family-Housing/**
- Email: **PNDLFAMILYHOUSING@USMC.MIL**

Hunt and Lincoln at Camp Pendleton

Marine Corps Privatized Housing is one of many choices Service Members have to meet their housing needs .

The Marine Corps originally privatized family housing units with the goal to improve the quality of housing for families.

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

- Rent cannot exceed BAH with dependents rate.
- No upfront costs including application fees.
- No credit history or salary requirements.

For additional information about Public Private Venture Partners visit the below websites:

Lincolnmilitary.com Deluzfamilyhousing.com

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

Lincoln PPV Contact Information

The contact information for the Lincoln PPV partner can be found below.

200008 San Jacinto Rd
Oceanside, CA 92058

STREET ADDRESS

GMO: 760-400-8179
Lincoln At Your Service: 888-578-4141

PHONE

Lincolnmilitary.com

WEBSITE

livingatcampp endleton.com

SOCIAL MEDIA

LincolnMilitary@lpsi.com

EMAIL

Deluz PPV Contact Information

The contact information for the Hunt, DeLuz PPV partner can be found below.

108 Marine Dr.
Oceanside, CA 92058

STREET ADDRESS

888-273-9024

PHONE

www.Deluzfamilyhousing.com

WEBSITE

facebook.com/DeLuzFamilyHousing/

SOCIAL MEDIA

deluzleasing@huntcompanies.com

EMAIL

What to Expect: Move-In and Move-Out

MOVE-IN	MOVE-OUT
The Resident:	**The Resident:**
Tours the home for quality	
Accepts home and terms of lease	Provides a notice to vacate to the Public Private Venture District Managers
Signs a lease	Returns the home in good condition
PRIVATE PARTNER provides:	**PRIVATE PARTNER provides:**
Lease signing and answers to questions	An inspection prior to move-out to assess the condition of your home
Keys	All maintenance services and Issue resolution
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
MHO provides:	**MHO provides:**
Plain Language Brief and answers to housing policies/questions	Provides answers to questions and issue resolution process
MHO Representative at your move-in inspection	MHO Representative at move-out inspection
Follow-up to check-in with you (15 and 60 day)	PCS assistance and MHO contact for your next location
Support to resolve any unresolved concerns at move-in	Support on any issues

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 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

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.

- 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

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.

- Access to an electronic work order system
- Reasonable advance notice of any entrance to the home
- Prompt and professional maintenance and repair
- Standardized documents, forms, and processes

Renters Insurance Overview

*It is **strongly encouraged** to purchase renters insurance to make sure valuable items can be replaced in case of loss due to unforeseen circumstances*
*Renters Insurance is NOT part of the rent you pay to the PPV partner

What is renters insurance?

A group of coverages designed to help protect renters and their belongings against certain risks. Renters insurance protects your personal property against damage or loss and protects you in case someone is injured while on your rental property

Why purchase renters insurance?

Your property manager's insurance 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, purchase a renters insurance policy

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

It is strongly encouraged to purchase renters insurance *to make sure valuable items can be replaced if lost due to unforeseen circumstances. The Legal Services Office and MHO on the installation can assist you in understanding different policies*

The National Association of Insurance Commissioners quotes the average insurance policy at **$15-$30 per month** **Cost may be higher or lower depending on your location, choice of deductible, and coverage limits*

- ***Actual Cash Value Coverage policies***: Pays what the property was worth at the time of damage
- ***Replacement Cost Coverage policies***: Reimburse you for the amount it will cost to replace an item with a new one of like kind and quality

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

Consider 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 property manager's. The typical renters insurance policy offers $100,000 in liability coverage

Understanding Your Lease

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

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, contact the MHO.

Understanding Your Lease

Continued

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

- **Ordnance 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, contact the MHO.

Resident Energy Conservation Program (RECP)

The NDAA temporarily suspends the RECP in 2020. Residents will continue to receive statements, but no payments are required. Residents will be notified when RECP returns.

- 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
- EFMP families with special needs may be exempted with Commanding Officer approval
  - Wounded Warriors are exempt upon request
- See the provided RECP flyer included with this brief for more information

Visit https://www.pendleton.marines.mil/Family/Family-Housing/Resident-Energy-Conservation-Program/ for detailed information about RECP.

Solar Panels and RECP

Solar panels help reduce the cost of electricity for the PPV project, making more funds available to reinvest in better homes and neighborhoods.

- Solar power is an environmentally clean way to produce electricity and helps meet Marine Corps energy conservation targets
- If you have solar panels that reduce the cost of electricity charged to residents in the RECP: “The rooftop solar help reduce the cost of electricity to the project and lower the cost per Kilowatt Hour (KWH) charged in the monthly RECP billing.” OR
- If you have solar panels that do not reduce RECP bills: “The rooftop solar helps reduce project operating costs making more funds available for the project company to reinvest into improved housing and neighborhoods.”

Tenant Responsibilities

Per your lease, as a tenant 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

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

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

Tenant Responsibilities

Per your lease, as a tenant you have several responsibilities to fulfill.

- 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 addendums, and any associated rules and guidelines
- 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

Tenant Responsibilities

Per your lease, as a tenant you have several responsibilities to fulfill.

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

Important local policy reviews include personal protection/safety and security/firearms; insurance; facility use and services; visitors and guests; parking; additional local policies.

Maintaining Your Home

Please be aware of local guidance and report maintenance issues immediately.

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.

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 your filters.
Clean and monitor major appliances.
Check and change batteries for smoke/carbon monoxide (CO) detectors.

How to Report Lincoln Maintenance Issues

- Contact Lincoln PPV: Report maintenance issues right away
  - Maintenance emergencies
  - Trouble calls
  - Safety concerns
  - Resident compliance issues
- For an emergency maintenance, call: 888-578-4141
- For an urgent maintenance, call: 888-578-4141
- For routine maintenance, call: 888-578-4141
- Maintenance Number: 888-578-4141
- Web Portal: https://lincolnservicetrack.securecafe.com/residentservices/apartmentsforrent/userlogin.aspx
- Download the App: https://lincolnmilitary.com/assets/files/LMH-Resident_APP_-User_Guide_Resident_Version_5_31_19.pdf

Download The App:

- Apple: Download on the App Store
- Google Play: Get it on Google play

The MHO is available to assist you with concerns you may have regarding maintenance, work orders, repairs or services

(760) 725-5995

How to Report Hunt (Deluz) Maintenance Issues

- Contact Hunt (Deluz) PPV: Report maintenance issues right away
  - Maintenance emergencies
  - Trouble calls
  - Safety concerns
  - Resident compliance issues
- For an emergency maintenance, call: 888-273-9024
- For an urgent maintenance, call: 888-273-9024
- For routine maintenance, call: 888-273-9024
- Maintenance Number: 888-273-9024
- Web Portal: deluzfamilyhousing.com
- Download the App: deluzfamilyhousing.com
  - Apple: Download on the App Store
  - Google Play: Get it on Google play

The MHO is available to assist you with concerns you may have regarding maintenance, work orders, repairs or services
(760) 725-5995

Types of Service Calls

Type of Service Call	Examples	Response Time *Depending on Parts
Emergency • Critical safety, life threatening issues • Resident with a medical requirement for stable temp levels	Gas leaks, fire, power outage, sewage back-up, flood, no toilet available for use	• 30-minute initial response • 1 day to complete emergency work • Available 24/7/365
Urgent • Habitability Issue	Broken window, garage door inoperable, kitchen sink back-up, light-fixtures not working, Refrigerator inoperable	• 4-hour initial response • 1 business day to complete work
Routine • Convenience • Unit care issues	Single burner inoperable, repair screens, light bulb replacement	• 1 working day initial response • 1 business day to complete work

Tracking Maintenance/Work Orders

- Lincoln PPV
- Web Portal:

  https://lincolnservicetrack.securecafe.com/residentservices/apartmentsforrent/userlogin.aspx
- Download the App:

  https://lincolnmilitary.com/assets/files/LMH-Resident_APP_-user_Guide_Resident_Version_5_31_19.pdf

  - Apple: Download on the App Store
  - Google Play: Get it on Google play

- Deluz (Hunt) PPV
- Web Portal:

  https://deluzfamilyhousing.com
- Download the App:

  https://deluzfamilyhousing.securecafe.com/residentservices/deluz-family-housing/userlogin.aspx

  - Apple: Download on the App Store
  - Google Play: Get it on Google play

Issue Resolution Process

Report your issue by following the steps below. Also, you can always contact your chain of command with housing issues.

Step 1

Contact your PPV District Office and allow them to address your concerns which initiates the 3-step resolution process.

Step 2

If you are not satisfied, report your concerns to PPV Regional Manager.

Step 3

If the issue is still unresolved, report your concerns to the MHO Advocate and MHO Director.

Additional resources include
Camp Pendleton Base Legal Services Support Section-West at (760) 725-6172,
and, in cases of health concerns, your Primary Care Physician

3 Step Issue Resolution Process

HOW CAN WE HELP?

FAMILY HOUSING RESOLUTION PROCESS

STEP 1 IDENTIFY ISSUE

LINCOLN
24 HR
(888) 578-4141
LINCOLNSERVICETRACK.COM

HUNT
24 HR
(844) 887-6840
WWW.DELUZFAMILYHOUSING.COM

STEP 2 INCOMPLETE OR NOT SATISFIED, CONTACT MANAGEMENT

LINCOLN
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) 725-1656

PNDLFAMILYHOUSING@USMC.MIL

FAMILY HOUSING DISTRICT OFFICES

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

Dispute Resolution Process Overview

As one of your rights in the Tenant Bill of Rights, the dispute resolution process (DRP) ensures that you are guaranteed a prompt and fair resolution for housing issues. The DRP has two components: an informal process and a formal process

1

Informal DRP

- If you notice an issue at your property, contact your property manager 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

*As of **June 2021**, eligible Service Members and their families living in PPV housing have access to the formal dispute resolution process.*
To explore the DRP further, please visit the Marine Corps Military Housing Office Website (https://bit.ly/3n2zyGe)

Informal Dispute Resolution Process

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

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

2. Contacting your property manager through this informal process will lead to an efficient resolution of your housing issue

3. If your property manager does not solve the issue, contact the MHO and inform them of the unresolved problem at your property

4. 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

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. Schedule Inspection
Allow the MHO and your property manager to inspect your property

3. Conduct investigation
Investigator will review all records and conduct interviews if required

4. Recommend Action
Regional Commander will make a recommendation. If you disagree, submit a written rebuttal

5. Determine Final Decision
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

Find your local Marine Corps Military Housing Office (MHO).

Visit: https://www.pendleton.marines.mil/Family/Family-Housing/

Email: PNDLFAMILYHOUSING@USMC.MIL
(Family Housing Mailbox)

Questions?

MHO Contact Information

- **Street Address**: 98 San Jacinto Road Oceanside, CA 92058
  (Located on Camp Pendleton)
- **Phone**: (760) 725-5995 or 1 (800) 843-2182
- **Website**: https://www.pendleton.marines.mil/Family/Family-Housing/
- **Email**: **PNDLFAMILYHOUSING@USMC.MIL**

Lincoln PPV Contact Information

- **Street Address**: 200008 San Jacinto Rd Oceanside, CA 92058
- **Phone**: GMO: 760-400-8179
  Lincoln At Your Service: 888-578-4141
- **Website**: https://lincolnmilitary.com/
- **Facebook/Social Media**: https://www.facebook.com/LMHCampPendleton/
- **Email**: LincolnMilitary@lpsi.com

Hunt (Deluz) PPV Contact Information

- **Street Address**: 108 Marine Dr Oceanside, CA 92958
- **Phone**: 888-273-9024
- **Website:** www.deluzfamilyhousing.com
- **Facebook/Social Media:** https://www.facebook.com/DeLuzFamilyHousing/
- **Email**: deluzleasing@huntcompanies.com