



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 principal 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 & PPV Partner & includes your rights & responsibilities as a tenant.
- ***[INSERT PPV HOUSING]*** is a privatized company that owns & manages your rental property. The MHO, your government point of contact (POC), will assist you with any housing concerns & serve as your housing advocate.
- Your PPV Partner now requires you to obtain renters' insurance as a condition of your occupancy. Renters' insurance helps protect you & your belongings. Additional information on renters' insurance is found within this brief & is available from your MHO.

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: 98 San Jacinto Rd Oceanside CA 92058 (BLDG# 200008) 	<ul style="list-style-type: none"> • Street Address: 108 Marine Dr. Oceanside, CA 92058
<ul style="list-style-type: none"> • Phone:(760) 725-1656 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: (760) 281-2900
<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: CPENleasing@LiveLMH.com 	<ul style="list-style-type: none"> • Email: deluzleasing@huntcompanies.com

MHO Services & Responsibilities

**Marine Corps Installation
West/Marine Corps Base
Camp Pendleton
Commanding General:
BGen Nick Brown**

**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



Tenant Bill of Rights



Per resident's request, provide assistance during move-in, move-out, pre-inspection & other special inspections performed by PPV Partner



MHO contact for next duty station



Housing questions & concerns



Assistance in the dispute resolution process

[Private Partner] at [Installation]

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

- *Rent cannot exceed the Basic Allowance for Housing (BAH) with dependents rate*
- *No credit history or salary requirements*
- *Basic utilities are included with rent*
- *Resident Energy Conservation Program (RECP) is on hold until further notice*



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 & sign the Universal Lease with PPV's Addendums. The Universal Lease includes tenant's rights & responsibilities. The resident handbook is considered part of the lease.

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

- **Animal Addendum** – Identifies pet requirements & breed restrictions (*refundable pet deposit of \$250 per pet*)
- **Construction & Relocation Addendum** – Outlines provisions regarding construction; amenities, community services/facilities, noise & inconvenience, lease termination, lease replacement, release of liability, & damages
- **Home Based Business Addendum** – Identifies requirements for personal business conducted on property
- **RECP Addendum** – Outlines Resident Energy Conservation Program (RECP) process
- **Other State/Local Addendum** – Check other state/local specific requirements

It is important to read through & understand what you are signing. If you have questions about 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



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



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

Emergency-1hr | Urgent-4hr | Routine-before end of next business day



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



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



Renters' insurance is a responsibility of the resident, and is mandated by the PPV Partner as a condition of your occupancy



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



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



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



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

What to Expect: Move-In & Move-Out

MOVE-IN

The Resident:

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

[PPV PARTNER] provides:

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

MHO provides:

- ✓ Plain Language Brief & answers to housing policies/questions
- ✓ MHO representative at move-in inspection per resident request
- ✓ Follow-up with you (15 & 60 days after move-in)
- ✓ Support to resolve any unresolved concerns at move-in
- ✓ Assist with pre-inspections per resident request

MOVE-OUT

The Resident:

- ✓ Provides a minimum of 30-day notice to vacate to **[PPV]**
- ✓ Returns home in good condition

[PPV PARTNER] provides:

- ✓ Inspection prior to move-out to assess the condition of your home utilizing the move-in inspection checklist
- ✓ Appropriate maintenance services & speedy issue resolution
- ✓ Final determination of any damages or repairs & associated costs
- ✓ Move-out survey for you to provide feedback

MHO provides:

- ✓ Provides answers to questions & issue resolution process
- ✓ MHO representative at move-out inspection per resident request
- ✓ PCS assistance and MHO contact for your next location
- ✓ Support on any issues
- ✓ Assist with pre-inspections per resident request

Renters' Insurance Overview

PPV Partner will require you to obtain renters' insurance. If you are unable to provide documentation, the Partner reserves the right to penalize you through additional charges

Renters' Insurance is **NOT** part of the rent you pay to the PPV Partner & does not come out of your BAH

What is renters' insurance?

Renters' insurance is a policy which protects your personal property & you from personal liability:

- Check what policy covers, terms & conditions vary by provider.
- Average renters' insurance policy costs between \$15 to \$30 per month.
- Widely accessible & may be available through your car insurance company. Ask about discounts & bundling options.
- Don't waive the liability coverage! Typical policies offer \$100,000 in 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

*For more information on renters' insurance, ask your MHO for a copy of the **Tenant Guide to Renters' Insurance**.*

Maintaining Your Home

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



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



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



- Replace your filters per directions by your PPV Partner
- Clean & monitor major appliances
- Check & change batteries for smoke/CO detectors per directions by your PPV Partner

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 & away from open windows
- Pay close attention to furniture, or anything children can climb near open windows
- Keep corded blinds as short as possible to keep them out of the hands of small children



*PPV Partners & MHOs have installed safety measures to windows with sill heights of **24 inches or lower** in homes. **Windows with sill heights higher than 24 inches may not have secondary safety devices***

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

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] 281-2900

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

Dispute Resolution Process Overview

Active-duty Service Members & their families living in PPV Housing have access to the Dispute Resolution Process (DRP), ensuring prompt & fair resolution for housing issues. Your MHO serves as your advocate throughout the informal & formal DRP

You can initiate the DRP to address lease & property issues such as:



The DRP has two components: an informal & formal process.

Informal DRP

The informal DRP is a process in which you work directly with the PPV Property Manager to resolve your dispute. The PPV PM has the opportunity to address your concerns at all management levels.

Formal DRP

The formal DRP is a standardized, objective process that allows for independent investigation to settle the dispute. The full process takes 30-60 days.

Step 1: Informal Dispute Resolution Process

The Dispute Resolution Process starts with an informal process of communication between you & the PPV Property Manager (PPV PM). The informal DRP is the first step you should take to resolve your lease & property concerns



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



2: Elevate to the PPV Regional Manager if the action taken is unsatisfactory



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



4: If you are not satisfied that your housing issue has been solved, your MHO will provide you with the Request Form for DRP, initiating the Formal Dispute Resolution Process

Step 2: Formal Dispute Resolution Process

You **must** first attempt to resolve your issue through the informal DRP before you can initiate the formal DRP



1. Complete the Request Form

Complete the Request Form & submit it to the MHO, who will validate the form



2. Participate in the Inspection

If your issue is an unresolved property concern, the MHO will schedule an inspection with you & your PPV Partner



3. Cooperate with the Investigation

The Independent Investigator will review all records & conduct interviews as necessary



4. Recommended Action Issued

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 & provide you a final decision on the dispute

Completing the Request Form

You can obtain the Request Form from your MHO. You must fill out the form in its entirety. The MHO will determine your eligibility

Request Form for Dispute Resolution Process

Directions: You must complete this form in its entirety to initiate the Formal Dispute Resolution Process. Submit this form to your local Military Housing Office (MHO) and reach out for any additional information. Your local MHO will contact you within two business days regarding their decision and next steps.

1. Tenant Name (Rank, Last, First): _____

2. Premise Address (Street, City, State, Zip): _____

3. Tenant Contact Information:

a. Phone # (Home/Cell): _____

b. Email: _____

4. Owner Company Name: _____

5. Owner Contact Information:

a. POC Name (Last, First): _____

b. Phone # (Home/Cell): _____

c. Email: _____

6. Statement describing the dispute and prior efforts to resolve it (including supporting documentation):

7. Rent Segregation Request: Tenant hereby requests segregation of Tenant's future Rent payment as of the date set forth below.

Tenant requests full Rent segregation in the amount of \$ _____ per month

OR

Tenant requests partial Rent segregation in the amount of \$ _____ per month.

8. Name and signature of Tenant confirming they have sought resolution through, and completed, the informal resolution process procedures: set forth in Section 9 of the Lease agreement.

Name: _____ Date: _____

Signature: _____

To explore the DRP further, please visit the Marine Corps MHO Website (<https://bit.ly/3n2zyGe>)

Valued Feedback

Your feedback is very important to us. SatisFacts surveys help us identify where we can improve our services & take decisive steps towards better meeting our residents' needs. It also allows us to recognize our exceptional performers. Additionally, SatisFacts surveys are reviewed by the MHO, Naval Facilities Engineering Systems Command (NAVFAC), & Marine Corps Installations Command (MCICOM).



1. Move-in SatisFacts Survey

You should receive this email survey a couple days after move-in. Assesses if our resident's expectations are being met from the start.



2. Move-out SatisFacts Survey

Expect this survey shortly after submitting your Notice of Intent to Vacate. Captures our resident's overall experience living in our communities.



3. Completed Work Order SatisFacts Survey

Received the day after a work order is completed. Assesses efficiency in resolving reported issues.

DoD Housing Feedback System

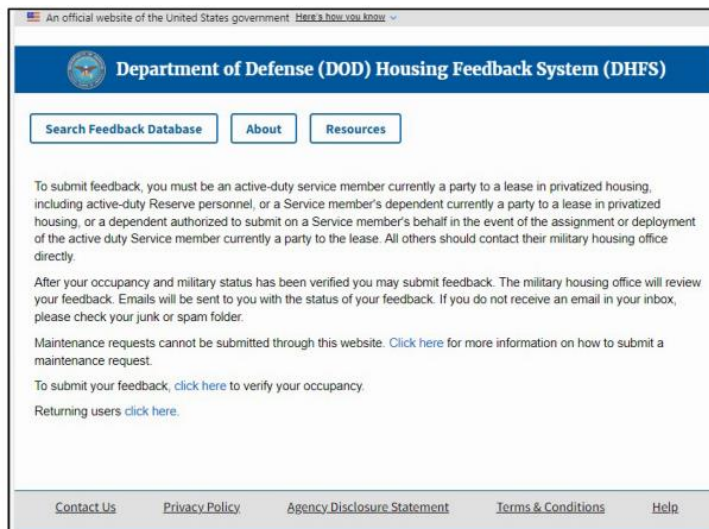
The Department of Defense Housing Feedback System (DHFS) is a public website for active-duty service members currently living in privatized family housing, their dependents, or others authorized to act on their behalf to submit feedback about their current privatized housing unit. <https://www.dhfs.mil/rfs/>



The DHFS website will collect the tenant's feedback about the privatized family housing unit & provide that feedback to the landlord. The landlord will be able to review their tenant's feedback & provide a response.



MHO staff will review the tenant's feedback & the landlord's response prior to publication on DHFS. The detailed comments from the tenant & the landlord will be stored in the DHFS database & will be publicly available on the DHFS website.



A Login.gov account will be required for the tenant to submit feedback or for the landlord to submit a response on the DHFS website.

When the tenant's feedback is published by the MHO, it will be available to the public. When the landlord's response is published by the MHO, it and the tenants feedback will be available to the public.

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>