

HOW CAN WE HELP?

FAMILY HOUSING RESOLUTION PROCESS



STEP 1 IDENTIFY ISSUE

LIBERTY

24 HR
(888) 578-4141
WWW.LMHRESIDENTS.COM

HUNT

24 HR
(760) 281-2900
WWW.DELUZFAMILYHOUSING.COM

STEP 2 INCOMPLETE OR NOT SATISFIED, CONTACT MANAGEMENT

LIBERTY

MON-FRI 0800-1700
(760) 400 - 8179

HUNT

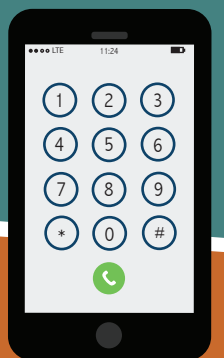
MON-FRI 0800-1800
(760) 281-2900

STEP 3 ISSUE UNRESOLVED

GOVERNMENT FAMILY HOUSING

MON-FRI 0730-1700
(760) 725-1656

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



PUBLIC PRIVATE VENTURE (PPV) HOUSING

DISPUTE RESOLUTION PROCESS

Any resident concern or complaint is important. If you are not satisfied with any service, the dispute resolution process (DRP) ensures you are guaranteed a prompt and fair resolution for housing issues.



The DRP applies to all active duty military service members and their dependents living in PPV housing.

Identify the Issue and Contact your Property Manager

If you find a problem at the property where you currently reside, work with your PPV property manager (PM) to resolve the issue.

INFORMAL DRP



Issue Unresolved?

If the property manager does not resolve the issue to your satisfaction, contact the PPV PM Regional Manager.

Issue Remains Unresolved?

If your PPV PM Regional Manager does not solve the issue, contact the MHO and inform them of the unresolved problem at your property.



Not Satisfied?

If you are not satisfied with the outcome, you may pursue resolution via the formal DRP.

Complete Request Form

To begin the formal DRP, complete the request form that initiates the process. Your installation MHO will evaluate your form and let you know if your issue is eligible.



FORMAL DRP

Participate in the Inspection

If the condition of the property is the subject of the dispute, the MHO will schedule an inspection of the property with your property manager. Allow access to your property.



Cooperate with the Investigation

Investigator will conduct an investigation by reviewing all records and conducting interviews as necessary.



Recommend Action

Regional Commander will request and consider recommendations from you and other parties and provide a written recommendation. If you do not agree, submit a written rebuttal.



Final Decision Issued

Regional Commander will consider your rebuttal and provide you a final decision on the dispute.



A tenant with an issue or complaint must utilize the informal process before proceeding to the formal process. For more information on the DRP, visit MCICOM Family Housing: <https://bit.ly/3n2zyGe>



Evacuations

In the event of an emergency, installation and local Emergency Managers have plans and procedures to direct evacuation or direct movement of nonessential and non-emergency personnel and family members to safer locations. Essential and emergency personnel status will depend on the situation and your assignment to emergency or support teams. Installation procedures provide the means to warn personnel onboard the installation. Additional procedures for personnel off base are provided to installations overseas where the local government may not have the required capabilities.

Plan Ahead

Safe and effective evacuation requires planning ahead—know ahead of time where you will go and how you will get there. There may be little advance warning. It is important to keep in mind that destructive weather, earthquakes, and other hazards may limit or completely eliminate some transportation methods, especially bridges, ferries, tunnels, and mass transit systems. You should plan primary and alternative evacuation routes in advance, with appropriate maps in your emergency supply kit. During certain emergencies—especially those involving flooding, high winds, multiple aftershocks, or volcanic eruption—emergency public information broadcasts may include prohibitions on using travel trailers, campers, motor homes, buses, motorcycles, bicycles, and boats.

Be familiar with your installation's plans and procedures—review them periodically and whenever you change duty

stations. Evacuation plans identify the available transportation networks and their capabilities, especially the carrying capacity of proposed evacuation routes and existing or potential bottlenecks caused either by traffic or natural occurrences, such as rising waters. For more information, contact your Installation Emergency Manager and notify your local Emergency Manager of any special transportation needs you may have due to disability or illness.

The installation's Evacuation Management Team coordinates evacuation operations, as well as the return or relocation of displaced personnel. Procedures address the evacuation of people with special needs, including providing transportation and assisting disabled persons throughout the evacuation cycle. Assembly areas are designated where personnel should gather during the evacuation to board arranged transportation, when available.



Evacuations

from Marine Corps Installations

Actions to Take During an Evacuation

Plan to take one car to reduce congestion and delay.

Keep a full tank of gas—power outages or congestion could make refueling challenging.

Gather your emergency supply kit, adequate for at least three days.

Wear sturdy shoes and clothing, such as long pants, long-sleeved shirts, and a cap.

Close and lock all doors and windows.

Unplug electrical equipment. Leave freezers and refrigerators plugged in unless there is a risk of flooding.

In any emergency, local authorities may or may not immediately be able to provide information on what is happening and what you should do. However, you should watch TV, listen to a battery-powered radio, or check the Internet often for information or official instructions and follow them.

Leave the hazard area when directed to avoid being trapped or stranded.

Let others know or post a note as to where you are going.

Follow the recommended evacuation routes and zones; shortcuts may be blocked.

Stay alert for damaged or missing roads, bridges, and structures.

Stay away from downed power lines.

Once you are in a safe place, muster with your command if you are military or civilian personnel or a member of the selective reserves.

How to Prepare

- 1 Stay informed.** ALL Marines (active duty and Reserve), civil service, and contractor personnel with a NIPR computer account—verify and update official contact information populated in the Marine Corps Enterprise Mass Notification System (eMNS) by information found in the Global Address List (GAL), and self-register all cell phones, home phone, email addresses, etc. in eMNS. Registration of personal information enhances Marine Corps Installations' ability to rapidly provide emergency information and changes to the base's operating status during non-working hours and wherever you are.
- 2 Make an evacuation plan:**
 - Safe and effective evacuation requires planning ahead—there may be no advance warning.
 - You should plan primary and alternative evacuation routes in advance, with appropriate maps to take along in your emergency supply kit. Choose several destinations in different directions so you have options depending on the emergency.
 - If you don't have access to a vehicle, make other arrangements ahead of time and become familiar with alternative means of transportation in your area—trains, buses, etc.
 - Depending on regulations at the remote safe haven or civilian shelter, pets may have to be left behind, so ask your Installation Emergency Management Officer for additional information on your site. Service animals are always permitted inside civilian shelters. Plan how you will care for your animals and provide extra food, water, and supplies for them.
- 3 Make an emergency communication plan** in case family members are separated.
- 4 Build an emergency kit.**

How You Will Be Notified

Marine Corps Installations (worldwide) use the Marine Corps Mass Notification System (MCMNS) as an effective and reliable mass notification system to maximize the potential to warn and direct affected personnel during a crisis through multiple systems:

- Giant Voice (GV)—A voice announcing system using exterior speakers, commonly termed "Giant Voice"
- Interior Voice (IV)—Interior speakers or sirens within individual buildings
- Enterprise Mass Notification System (eMNS)—An interactive, community

notification system capable of providing voice and/or data messages to multiple, designated receivers

NOTE: eMNS is only as effective as the data you provide. You must register your personal information to receive notices after hours and away from the office on personal devices.



The Provost Marshal Office would like to remind housing residents of the following provisions of MCIWEST-MCB CAMPENO 5000.5 (Base Regulations) concerning firearms policy aboard MCB Camp Pendleton.



- All privately-owned weapons brought aboard MCB CamPen for storage must be registered and on file within 72 hours after having been introduced aboard MCB CamPen.
- Personal weapons will be registered at the Provost Marshal Office, Police Records section, building 4100377. The hours of operation are 0730-1530 Mon-Fri. Closed all holidays.
- Except in the case of assault weapons, it is not necessary to bring the weapon to the Police Records section to register the weapon if the owner has a Dealer's Receipt of Sale. The Dealer's Receipt of Sale is necessary to verify the manufacturer, model, serial number, and caliber of the weapon. If there is a possibility that the weapon may be classified as an assault weapon, the weapon must be presented for inspection at the time of registration.
- Registrants are required to deregister their weapons within 72 hours of their sale or removal from MCB CamPen.
- Personal weapons and ammunition will not be kept or stored in privately owned vehicles, barracks, BOQs, BEQs, Temporary Lodging Facilities, in boats kept at the Marina, in any vehicle in storage lots, or office spaces.
- Personnel residing in family housing (other than the temporary lodging facilities) may store their registered weapons in their quarters. Marines are expected to handle privately owned firearms with the same level of safety and professionalism that is required when handling their individual T/O weapons. All privately owned firearms will be stored in a fully encased container (e.g. commercial gun safe, hard plastic case etc.) that is capable of completely enclosing the firearms and being locked with a key or combination lock. All weapons will be fitted with a trigger lock. Ammunition must be stored separately from firearms and in a container capable of being locked with a key or combination lock.
- Storage of any ammunition greater than small arms ammunition, to include explosives, in government owned quarters is prohibited.
- Privately-owned weapons and ammunition owned by personnel residing in BOQs, BEQs, and barracks will be stored in unit armories. Base housing residents may not store weapons for Marines in order to circumvent the requirement for the Marine to store the weapon in an armory.
- Transporting privately owned firearms is authorized in POV's to and from an authorized storage area or to an off-base location consistent with federal, state, and local laws. They may also be transported to and from on-base areas where firearms use is authorized, such a hunting areas or recreational shooting ranges. Provided:
 - * The weapon is within a motor vehicle, and it is unloaded and locked in the vehicle's trunk or in a locked container in the vehicle other than the utility or glove compartment.
 - * The weapon is carried by the person directly to and from any motor vehicle for any lawful purpose (i.e., collectors organization meeting, hunter safety class, recognized sporting event involving that weapon, gun shop, gun show, or swap meet, target range, etc.) and while carrying the weapon, the weapon is unloaded and contained within a locked container.
- Carrying concealed privately owned firearms is prohibited aboard MCB CamPen even if the owner has a state concealed weapons permit.

If you have questions, please call the Police Records section at (760) 725-0819.



NAVY-MARINE CORPS RELIEF SOCIETY

MAKING A DIFFERENCE FOR SAILORS, MARINES AND THEIR FAMILIES.

For over a century, NMCRS has provided financial, educational, and other assistance to active duty and retired members of the Navy and Marine Corps, and their eligible family members.

For more information on assistance and eligibility, visit our website
WWW.NMCRS.ORG

LOCATIONS:

ALBANY
ANNAPOLIS
BAHRAIN
BANGOR
BEAUFORT
BETHESDA
BREMERTON
CAMP HANSEN
CAMP LEJEUNE
CAMP PENDLETON
NORTH
CAMP PENDLETON
SOUTH

CHARLESTON
CHERRY POINT
CHINA LAKE
CORPUS CHRISTI
DAHLGREN
EVERETT
FALLON
FORT WORTH
GREAT LAKES
GROTON
GUAM
GULFPORT
IWAKUNI

JACKSONVILLE
Kaneohe Bay
KINGS BAY
LEMOORE
LAKEHURST
LITTLE CREEK
MAYPORT
MCRD SAN DIEGO
MILLINGTON
MIRAMAR
MERIDIAN
NAPLES
NEW ORLEANS

NEW RIVER
NEWPORT
NEWPORT NEWS
NORFOLK
NORTH ISLAND
OCEANA
OKINAWA
PARRIS ISLAND
PATUXENT RIVER
PEARL HARBOR
PENSACOLA
PORTSMOUTH
QUANTICO

ROTA
SAN ANTONIO
SAN DIEGO
SASEBO
SIGONELLA
TWENTYNINE PALMS
VENTURA COUNTY
WASHINGTON NAVY
YARD
WHIDBEY ISLAND
YOKOSUKA
YUMA

FOR MORE INFORMATION VISIT:



ADDRESS:

Camp Pendleton South
Marine Corps Base
E St & 14th St, Bldg 1121
Camp Pendleton, CA 92055

Phone: (760) 725-5337 or (760) 725-5338
DSN: 365-5818

Fax: 760-763-5505
camppendleton@nmcrs.org

HOW WE HELP:



NMCRS OFFICES

Offices are located on Navy and Marine Corps installations worldwide and on ships. Find contact information, hours, and other details about the office near you at nmcrs.org.



VISITING NURSE PROGRAM

Our registered nurses provide health education for all stages of life via home and virtual visits. This includes prenatal, newborn, pediatric and adult health concerns for our eligible clients. Class offerings vary by site. Please contact your local NMCRS office for more information.



FINANCIAL ASSISTANCE

From car repairs to unexpected bills, things happen in life. NMCRS is here to provide a judgment free, safe place to help our Sailors and Marines in a financial challenge.



BUDGET FOR BABY® WORKSHOP

Welcoming a new family member is exciting. To prepare for the changing financial situation a new baby has on a family, the Society offers free workshops to expectant parents. All eligible clients will receive a handcrafted blanket and gift card.



FINANCIAL EDUCATION

NMCRS helps clients understand their financial situation, prepare a budget, and gain awareness of available resources.



EDUCATION ASSISTANCE

The NMCRS Education Assistance Program offers grants and interest free loans to children, under 23, and spouses of active duty, retired and deceased Sailors and Marines.



QUICK ASSIST LOAN®

When an active duty client has urgent financial needs, NMCRS QALs may help. No appointment is needed, and an interest-free loan up to \$1,000 may be processed in 15 minutes.



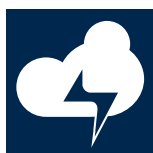
THRIFT SHOPS / UNIFORM LOCKER

NMCRS offers thrift shops or uniform lockers at many of our locations. Clients save money on gently-used household items and clothing. Our uniform lockers offer uniforms exclusively to active duty members. Thrift shop merchandise, hours, and shopper eligibility may vary by location.



EMERGENCY TRAVEL

When a loved one is sick or dying, the Society helps with travel arrangements and financial assistance.



DISASTER RELIEF

When natural disasters strike, NMCRS is there to provide help from base evacuations to clean up after the storm.



VOLUNTEERING

Volunteers are the backbone of the Society. NMCRS offers a wide range of opportunities for volunteers to share and grow their skills and talents while giving back to the community.



NAVY-MARINE CORPS
RELIEF SOCIETY®

Not all programs are available at every NMCRS location. Please check with your local office for program availability and eligibility.



San Diego County WIC programs

WIC saves you money!
Checks are worth \$50-\$113
per month, per person.



The Women, Infants, & Children (WIC) program is a supplemental nutrition program to help pregnant women, infants, and children (up to age five) ***eat well, stay healthy, and be active.***

At no cost, WIC provides you and your family with food, education, and resources, including:



Nutrition Education

Nutrition tips and healthy recipes, cooking classes and demonstrations, and a weight loss program.* *Online education available.*



Breastfeeding Support

Individual support, group discussions, breast pumps, Help Line, and online help. Peer counseling* available at some WIC offices.



Groceries

Checks for nutritious foods—fresh fruits & vegetables, whole grains, cereal, baby food, milk, peanut butter, beans, juice, tofu, and soy milk.



Community Resources

Referrals to other resources in the community for things like childcare, medical and dental care, parenting, and more.

*Class offerings and breastfeeding services may vary between WIC agencies.

You could be eligible!

WIC is for all kinds of families: married and single parents, working or not working. If you are a father, mother, grandparent, foster parent or other legal guardian of a child under five, you can apply for WIC. Migrant families welcome!

For more details about the California WIC Program, log on to:
www.wicworks.ca.gov

In San Diego County, there are five agencies that offer WIC services — serving nearly 100,000 people per month. To qualify for WIC, families must meet income guidelines and live in California.

WIC Income Guidelines

WIC does not include Basic Allowance for Housing (BAH) for military families. Pregnant women count as 2 people.

Number of people in family	Gross monthly income
2	\$2,456
3	\$3,098
4	\$3,739
5	\$4,380
6	\$5,022

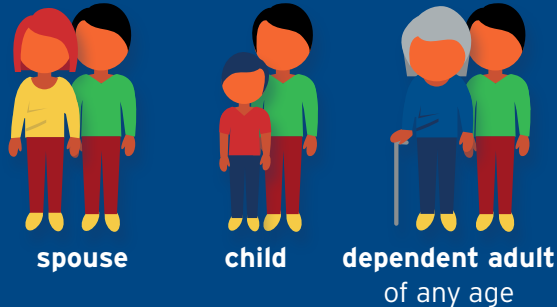
Income guidelines subject to change.
Please check www.wicworks.ca.gov for up-to-date information.

Call us to make an appointment today!
See reverse for agency locations and phone numbers.
You can also locate a San Diego WIC office near you with our locator tool: **<http://sdwic.com>**

SUPPORTING MILITARY FAMILIES WITH SPECIAL MEDICAL AND EDUCATIONAL NEEDS

SPECIAL MEDICAL NEEDS

You should enroll in EFMP if you have a:



- Who requires special medical services for a chronic condition
- Who receives ongoing services from a medical specialist
- Who has significant behavioral health concerns

SPECIAL EDUCATION NEEDS

You should enroll if you have a:



from birth to age 21

- Who receives special education services through an Individualized Education Program
- Who receives special medical services
- Who receives early intervention through an Individualized Family Service Plan
- Or is eligible for these services

Specific criteria can be found in DoD Instruction 1315.19

Connect with EFMP & Me

EFMP & Me is a tailored-to-you on-line tool that offers:

- Step-by-step support for EFMP enrollment, PCS preparation, deployment and more
- Customized help navigating anything from a new diagnosis to education options
- Convenient 24-hour access to EFMP resources from a range of programs

Find out more at

<https://efmpandme.militaryonesource.mil/>

Contact Information & Resources

Exceptional Family Member Program

Address:

BLDG 13150

Camp Pendleton, CA

Phone: (760) 725-5363

SOI Office: (760) 763-0868

Email: mccspendletonefmp@usmc.mil

Have questions?

You can visit your nearest installation EFMP Family Support office at your local Military and Family Support Center or call Military OneSource anytime to schedule an appointment with a special needs consultant. **800-342-9647**



HELPING MILITARY FAMILIES WITH SPECIAL NEEDS THRIVE



EFMP Exceptional Family Member Program

THE EXCEPTIONAL FAMILY MEMBER PROGRAM HAS MORE THAN JUST ONE CONNECTION POINT FOR FAMILIES. THE PROGRAM HAS THREE SEPARATE COMPONENTS: IDENTIFICATION & ENROLLMENT, ASSIGNMENT COORDINATION AND FAMILY SUPPORT.



Enrollment in the EFMP is mandatory for active duty military members. When a family member is identified with special medical and/or educational needs, the special needs are documented through enrollment in the EFMP. Medical services work with families to coordinate identification and enrollment in EFMP.

Medical and military personnel departments work with military members and families to coordinate assignments. While the military mission is the driving force, enrollment in EFMP ensures that a family member's special medical and/or educational needs are considered, since appropriate services may be limited in some locations.

EFMP Family Support plays a critical role in helping families navigate the Identification and Enrollment and Assignment Coordination processes. They also connect families with resources and support – helping them to become their own best advocate – with services including:

- Information and referral for military support providers and community services
- Education and outreach
- Referral to other Military and Family Support Warm handoffs to the EFMP at the next location
- Non-clinical case management

WHY ENROLL?

Enrollment ensures that the family member's documented medical and/or educational needs are considered during the assignment process. EFMP enrollment is required before you may enroll in TRICARE ECHO.

Where are EFMP Family Support providers located?

You can find EFMP Family Support providers primarily at installation Military and Family Support Centers. If you're not located near an installation, consult your service branch website for more information or call Military OneSource at **800-342-9647**.

How do I contact my nearest EFMP?

Contact information is available via:

- Your service branch website
- Your installation Military and Family Support Centers
- Military INSTALLATIONS at <https://installations.militaryonesource.mil/>
- Military OneSource at **800-342-9647**





American Red Cross
San Diego/Imperial Counties

North County

Oceanside

1906 Oceanside Blvd.
Oceanside, CA 92054

Poway Community Center

13094 Civic Center Dr.
Poway, CA 92064

Mesa Margarita Comm. Ctr.

Melba Bishop Rec. Ctr.
5306 N. River Rd.
Oceanside, CA 92057

East County

El Cajon

564 North 2nd St.
El Cajon, CA 92021

Spring Valley

8810 Jamacha Blvd.
Spring Valley, CA 91977

Lakeside Community Ctr.

9841 Vine St.
Lakeside, CA 92040

Central San Diego

College Area

5821 University Ave.
San Diego, CA 92115

Linda Vista

7612 Linda Vista Rd.
San Diego, CA 92111

Southeast San Diego

Euclid Health Ctr.

292 Euclid Ave., Ste. 225
San Diego, CA 92114

Lemon Grove Senior Ctr.

8235 Mt. Vernon St.
San Diego, CA 91945

Military Locations

Naval Base San Diego (32nd St.)

(dry side; uphill from commissary)
3005 Corbina Alley, Bldg. 265
San Diego, CA 92136

Camp Pendleton

Pass & ID Card Bldg., #130132
(Vandegrift & 14th St.)
Camp Pendleton, CA 92055

Camp Pendleton

San Onofre Transition
Readiness & Career Ctr.
Bldg. 51919
Camp Pendleton, CA 92055

**Marine Corps Air Station
Miramar**

Chapel - Bldg. 5632
45549 Bauer St.
Miramar, CA 92145

Marine Corps Recruit Depot

Library, Bldg. 7 West
3800 Chosin Ave.
San Diego, CA 92140

Murphy Canyon Youth Center

4867 Santo Rd.
San Diego, CA 92123

1-800-500-6411 • www.sandiegowic.org



**SAN DIEGO STATE
UNIVERSITY**
Research Foundation

North County

Escondido

1131 East Washington Ave., Ste. K, Escondido, CA 92025

Vista Community Clinic - Women's Ctr.

1000 Vale Terrace, Vista, CA 92084

Fallbrook

1328 South Mission Rd., Fallbrook, CA 92028

South County

Chula Vista

542 Broadway, Ste. Q, Chula Vista, CA 91910

Southeast San Diego

3177 Oceanview Blvd., San Diego, CA 92113

Logan Heights Family Health Center

1809 National Ave., San Diego, CA 92113 (Inside Adobe Building)

North Park

3078 El Cajon Blvd., Ste. 100, San Diego, CA 92104

East County

El Cajon

321 Van Houten Ave., El Cajon, CA 92020

Spring Valley

9621 Campo Rd., Ste. G, Spring Valley, CA 91977

Central San Diego

Clairemont

5222 Balboa Ave., #22, San Diego, CA 92117

Mira Mesa

10737 Camino Ruiz, Ste. 135, San Diego, CA 92126

1-888-999-6897 • www.sdsuwic.com

To locate a San Diego WIC office near you,
use our locator tool: <http://sdwic.com>



We're here for you.

San Marcos

150 Valpreda Rd., Ste. 102, San Marcos, CA 92069

Encinitas

285 N. El Camino Real, Ste. 111, Encinitas, CA 92024

Oceanside/Mission Mesa

2210 Mesa Dr., Ste. 3, Oceanside, CA 92054

Escondido

649 W. Mission Ave., Ste. 7, Escondido, CA 92025

Ramona

1721 Main St., Ste. 110, Ramona, CA 92065

Valley Center

28246 Lilac Rd., Valley Center, CA 92082

Borrego Springs Elementary School

1315 Palm Canyon Rd., Borrego Springs, CA 92004

1-888-477-6333
www.nchs-health.org



City Heights Wellness Center

4440 Wightman St., Ste. 200
San Diego, CA 92105

Linda Vista Health Care Center

6973 Linda Vista Rd.
San Diego, CA 92111

National City

Paradise Valley Wellness Center
2345 East 8th St., Ste. 100
National City, CA 91950

Chula Vista

251 Palomar St., Ste. C
Chula Vista, CA 91911

619-260-3400
www.scripps.org



Chula Vista

1655 Broadway, Ste. 18
Chula Vista, CA 91911

National City

1420 East Plaza Blvd., Ste. B4
National City, CA 91950

Imperial Beach

886 Palm Ave. (at 9th St.)
Imperial Beach, CA 91932

San Ysidro Village

4494 Camino de la Plaza
San Ysidro, CA 92173

Maternal & Child Health Center

4050 Beyer Blvd., 3rd Floor
San Ysidro, CA 92173

1-888-942-7942
email: WIC@syhc.org

Please call before visiting our offices. Hours may vary and addresses are subject to change.

MCIWEST-MCB Camp Pendleton



Religious Ministries



Our Mission

PROVIDE

Chaplains deliver faith-group specific ministry and counsel to Marines, Sailors and their family members affiliated with any of our military units at MCB Camp Pendleton.



FACILITATE

When unable to provide faith-group specific support, chaplains connect the person seeking service with another chaplain or religious ministry provider in the area who can best meet their spiritual needs.

CARE

Chaplains care by listening, empathizing, valuing, teaching, strengthening, and conveying spiritual wisdom about life generally, and military life in particular.

ADVISE

Chaplains advise Marines, Sailors and their family members on all spiritual matters and do their best to raise the morale and well-being of every service member and their family members who work and live aboard MCB Camp Pendleton. .
Chaplains advise Commanding Officers on the administration and execution of Command's religious programs that are made available for our military families throughout Marine Corps Base Camp Pendleton.

Why Choose Us?

The Religious Ministry Teams of MCIWEST-MCB Camp Pendleton contribute to the mission-readiness of the force by providing professional, innovative ministry across the religious spectrum enhancing the spiritual relational maturity and resiliency of service members and their families.

Religious Accommodation

100% Confidential Counseling

Promote spiritual resiliency and toughness

Provide for the free exercise of religion

Our Chapel Services

Marine Memorial Chapel

Roman Catholic Program Father Jude Serfino

Sunday Mass	8:00 a.m.
Daily Mass	Mon-Thurs 11:40 a.m.
Rosary	Mon 5:00 p.m.

Protestant Program

Sunday Worship	10:30 a.m.
Bible Study	Mon 5:00 p.m.

Blinder Memorial Chapel

Roman Catholic Program Father Jude Serfino

Sunday Mass	11:00 a.m.
Sacramental Classes	Contact: Ms Aragon (760) 725 2202 (760) 725 2929
Pre-Baptismal Workshop for Parents 1st Thurs of the month	

Eastern Orthodox Program Father Jerome Cwiklinski

Great Vespers	Sat 5:00 p.m.
Divine Liturgy	Sun 10:00 a.m.

Gospel Service

Sunday Worship	8:00 a.m.
Bible Study (Via Zoom)	Weds 6:00 p.m.
Contact: PendletonGCF@gmail.com	

Ministries



MOTHERS OF PRE-SCHOOLERS

A gathering of Moms designed to nurture and spiritually support mothers with children from infancy to kindergarten.
*Resumes Sep 2023
Location
Blinder Memorial Chapel

Contact
mopscamppendleton@gmail.com



BIBLE STUDY

A protestant lay-led bible study with discussions to deepen faith, relationships and lifestyle.
*Mon 1700-1830
Location
Marine Memorial Chapel

Contact
Terry Pede 760 859 6443



CHRISTIAN WOMEN'S FELLOWSHIP

A gathering of women for the purpose of strengthening their relationship with God, their families.
*Resumes Sep 2023
Location
Blinder Memorial Chapel

Contact
cwfcamppendleton@gmail.com



CREDO

CREDO provides regionally based religious ministry designed to assist the Marine Corps community in developing the personal, relational, and spiritual resources necessary to increase the personal resilience of Marines and their families enhancing mission readiness. All programs and events are available to service members free of charge.

Workshops & Classes

Marriage Enrichment Retreats (MER)
Prevention & Relationship Enhancement Program (P.R.E.P.)
Personal Resiliency Workshops and Retreats
Family Retreat

Contact: credo.mci.west@usmc.mil
(760) 725 4954

 CREDO MCIWEST
 CREDO MCIWEST

Locations

Marine Memorial Chapel
1160 Vandegrift Blvd, Bldg 1161
Oceanside, CA 92058

Blinder Memorial Chapel
2863 San Jacinto Road, Bldg 202863
Oceanside, CA 92058

Contacts

MCIWEST Base Chaplain.....(760) 725 4700
MCIWEST Chaplain Support.....(760) 725 4178
Blinder Memorial Chapel.....(760) 725 2929
Marine Memorial Chapel.....(760) 725 5322



Follow Us! www.facebook.com/MCBCPENCRP



LOCAL FOOD RESOURCES

- **ASYMCA – Camp Pendleton Neighborhood Exchange**
4th Friday of the month, 10:00 a.m. to 12:00 p.m.
Building 200090 Ash Road, Wire Mountain Road
(Wire Mountain Housing area)
Bring your Military ID
Please register one week prior to distribution
<https://www.asymca.org/camp-pendleton-home>
- **Brother Benno's Foundation - Oceanside**
760-439-1244, Call to register
Low-income family's w/children, senior citizens, and the disabled are eligible to receive family food box or boxes once a month.
3260 Production Ave, Oceanside, CA 92058
<https://www.brotherbenno.org/services/>
- **Catholic Charities Diocese of San Diego**
Online ordering for Emergency Food
<https://www.ccdsd.org/efdn>
- **Christian Credit Counselors Food Pantry - Carlsbad**
800-557-1985, please call first
Monday through Friday, 8:00 a.m. to 4:00 p.m.
5838 Edison Place, Suite 130, Carlsbad, CA 92008
Email: info@christiancreditcounselors.org
- **Coast Hills Community Church Food Distribution**
2nd Saturday of the month, 9:30 a.m. to 10:30 a.m.
San Onofre area, parking lot of building 51919
Email: Casey Almero: calmero@coasthills.church
- **Fallbrook Food Pantry**
760-728-7608
Monday through Friday, 9:30 a.m. to 12:30 p.m.
140 N. Brandon Road, Fallbrook, CA 92028
Bring ID and proof of address
www.fallbrookfoodpantry.org
- **Family Assistance Ministries (FAM)**
949-492-8477 Live in San Clemente area,
please call you may be eligible to receive food
- **Feeding San Diego**
Distributions near you
<https://feedingsandiego.org/need-help/food-distributions/>





LOCAL FOOD RESOURCES

Continue

- **Helping Hand Worldwide Mobile Food Pantry**
Please go to Helping Hand Worldwide Mobile Food Pantry Facebook page for more information
<https://www.facebook.com/pg/thehelpinghandworldwide/posts/>
- **Mission San Luis Rey Parish**
Emergency food assistance
760-757-3250, please call first
4070 Mission Avenue, Oceanside, CA 92057
<https://sanluisreyparish.org/>
- **North County Food Bank**
<https://northcountyfoodbank.org/>
- **Rock Church San Marcos**
Every 1st Thursday of the month, 12:00 p.m.
1370 W. San Marcos Blvd.
San Marcos, CA 92078
<https://www.sdrock.com/ministries/provisions/sm/>
- **Saddleback Church Ministries**
Find one of their Grocery Distributions near you:
<https://saddleback.com/connect/ministry/food-pantry>
- **San Diego Food Bank**
866-350-FOOD (3663)
or
858-527-1457
www.sandiegofoodbank.org
- **San Diego Military Outreach Ministries**
News and Events:
<https://sandiegomom.org/news-and-events/>
- **Western Eagle Foundation - Temecula**
951-695-7206
Project Food Box (a small fee for a box of food)
40940 County Center Drive, Temecula, CA 92591
www.western-eagle.org





Windows are among the **top 5** hidden hazards in the home.



Before opening a window,
know the risks
they pose to children.

According to the Consumer Product Safety Commission,

8 children under **age 5** die each year from falling out of a window.

More than **3300**
 are injured seriously enough
to go to the hospital.



Be sure to place a Child Fall Hazard warning sticker
on all windows above the first floor.

PREVENTION CHECKLIST

- ☒ Encourage children to play in the center of the room and away from open windows.
- ☒ Keep close attention to furniture or anything children can climb near open windows.
- ☒ Do not rely on screens to prevent a window fall.
- ☒ If you have corded blinds in your home, keep cords as short as possible to keep them out of the hands of small children.
- ☒ Only open windows that are out of reach from children if you need ventilation.



Camp Pendleton's Dangerous WILDLIFE

Avoid contact when at all possible!

MOUNTAIN LIONS



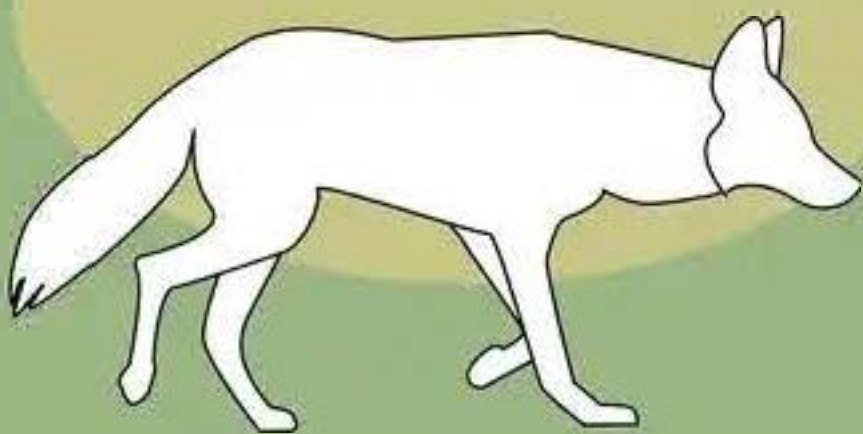
- Never approach a mountain lion
- Never run from a mountain lion
- Attempt to look bigger than you are
- Throw stones or sticks if one approaches
- Fight back if attacked

RATTLESNAKES

- Wear closed-toe footwear when hiking
- Watch your step, never put hands or feet where you cannot see
- If bitten, wash area with soap & water
- Seek medical attention immediately



COYOTES

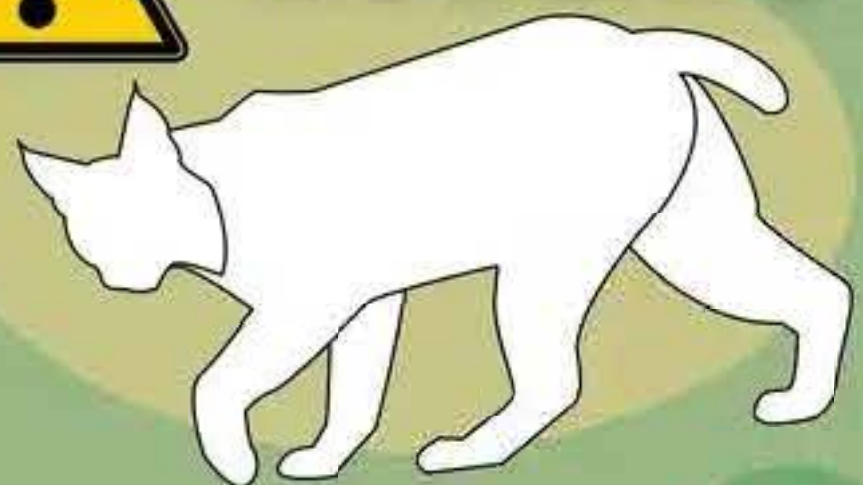


- Never feed coyotes
- Do not run away or turn your back to a coyote
- Keep pets on leashes
- Keep unattended pets indoors
- Make lots of noise and look bigger

- Bobcats usually won't attack unless they have rabies or other diseases
- Slowly & deliberately back away
- Make lots of noise and look bigger



BOBCATS



Grey Fox

Badger

Opossum

Raccoon

Contact the Camp Pendleton Conservation Law Enforcement Officer
(CLEO, formerly known as Game Warden) for additional questions
about dangerous wildlife: (760) 763-8544

You can help prevent conflicts with coyotes

Here's how:

- ✓ Never feed coyotes or other wild mammals; clean-up spilled seed at bird feeders
- ✓ Don't let pet cats roam outdoors
- ✓ Feed and water pets indoors
- ✓ Keep dogs on a 6' leash while walking
- ✓ Ensure that trashcans have tight fitting lids and can't be knocked over
- ✓ Trim overgrown shrubs in your yard
- ✓ Control over-abundant rodent populations near homes



**Game Wardens
Office**

**MCI-West MCB
Camp Pendleton**

Bldg 2648

(760) 725-3360

Photos:
http://commons.wikimedia.org/wiki/Canis_latrans

Living with Coyotes

Resolving human-coyote conflicts





Coyote Information

Coyotes (*Canis latrans*) are wild relatives of the domestic dog. They are native to southern California and are important members of our ecological community. They typically weigh 18–45 lbs and feed on small rodents, rabbits, carrion, fruit, and insects. Coyotes breed in the spring and maintain a den for their pups. Litter sizes vary among years and can range from a few to ten pups.

The coyote is well adapted to living near humans. They are most active at night but are commonly seen early and late in the day.

What if you see a coyote?

Seeing a coyote or hearing one howl is most often not a reason to be alarmed. Coyote howls can be heard most nights on Base, especially in housing areas with adjacent lands that are not developed. Coyotes are often active at night near housing areas because rabbits are attracted to lawns. It's wise to keep smaller pets indoors at night for their safety.

Coyotes are regularly seen hunting rodents, eating dates beneath palm trees, and crossing streets even in daylight.

If you see a coyote nearby and you feel threatened, you should make loud noises to scare the animal. If that doesn't work try throwing rocks at the coyote to chase it away.

When should you report a coyote?

Call the Camp Pendleton Game Wardens Office at (760) 725-3360 if you see a coyote...

- 1) Attack a person
- 2) Chase joggers or bicyclists
- 3) Take a pet on a leash or chase pets during daylight
- 4) At mid-day near children's play areas or school grounds
- 5) Act aggressively toward adults during mid-day

By California law, coyotes may not be relocated. If trapping is needed, a problem coyote must be euthanized.

Report Mountain Lion Activity

Camp Pendleton Game Warden: **760-725-3360**

Safeguarding People and Mountain Lions

- Do not feed wildlife. Intentional or unintentional feeding such as leaving pet food outdoors can attract mountain lions by attracting prey animals. This wildlife, including mountain lions, are more likely to come into contact with humans or domestic animals.
- Landscape for safety. Remove dense and low-lying vegetation that may provide cover for predators and other wildlife.
- Keep pets safe. Don't allow pets to roam unattended. Unsecured pets can become easy prey. Bring them inside or provide secure enclosures.
- Keep livestock safe. Securing livestock, exotic animals and birds, in predator-proof barns, pens or other enclosures (dusk to dawn) can ensure their safety.
- Use deterrents. Consider installing motion-sensor lighting around the house and animal enclosures.



Outdoor Safety Tips

- Do not hike, bike, or jog alone. Stay alert on trails.
- Avoid outdoor activity when mountain lions are most active -dawn, dusk, night.
- Keep close watch on small children and off-leash pets.
- Never approach a mountain lion. Stay calm. Do not run.
- Face the animal, make noise, try to look bigger {e.g. waiving arms). Throw objects to scare or distract it.

To learn more visit:

https://issuu.com/mountainlionfoundation/docs/cdfw_mlf_conflict_brochure_booklet_final_2020



Venomous Snakes Aboard Camp Pendleton

There are only **3 Venomous Snakes** aboard
Camp Pendleton , all of which are
Rattlesnakes.

1.



Southern Pacific Rattlesnake

2.



Red Diamond Rattlesnake

3.



Speckled Rattlesnake



For more information regarding wildlife
conflicts call the Game Warden Office and
ask to speak to a Wildlife Technician at
(760)725-3360

Federal Game Warden Office
AC/S Environmental Security
PO BOX 555008, BLDG. 2648
CAMP PENDLETON, CA 92055
PHONE (760)725-3360
FAX (760)763-6682

Avoiding Snake Encounters Aboard Camp Pendleton



Federal Game Warden Office

(760)725-3360

Hours 0800-1800, Daily



Snakes play an important role in controlling rodent and pest populations. Some of their main food sources include: mice, rats, birds, frogs, other reptiles, and insects.

Camp Pendleton is home to 20 different species of snakes, only three of those species are venomous and all three are rattlesnakes.

Snake encounters on base can be common so it is important to be able to distinguish different types of snakes and know how to prevent conflicts.



Non-Venomous

How To Avoid Snake Encounters

1. Keep A Clean House And Well Maintained Yard

- Creates a less suitable habitat for rodents.
- Rodents are attracted to food inside your home.
- Snakes are attracted to rodents.
- Keep the grass trimmed low and bushes trimmed back.
- Allows you to visually spot unwanted snakes.

2. Keep All Pet Food Indoors

- Pet food left outdoors can attract rodents.

3. Keep House and Garage Doors Closed.

- Snakes wander indoors in search of cool shaded areas and food.

4. Seal Up Any Existing Exterior Holes Around Your Building.

- Snakes use existing holes and unsealed gaps.
- If a mouse can fit through a hole or gap so can a snake.

What To Do If You Encounter A Snake

- **NEVER TRY TO REMOVE A VENOMOUS SNAKE.**
- Call the Game Warden Office at (760)725-3360.
- You can assist the wildlife professionals by monitoring the movements of the snake from a distance until help arrives.
- If you can positively identify a snake as non-venomous ,removal is not necessary.





Camp Pendleton Swallows

Identification

The cliff swallow, 5 to 6 inches (13 to 15 cm) in length, is the only square-tailed swallow in most of North America. It is recognized by a pale, orange-brown rump, white forehead, dark, rust-colored throat, and steel-blue crown and back. The cave swallow is similar in appearance but has a rust-colored forehead and pale throat; it is restricted to southeast New Mexico and central, south, and west Texas.

The barn swallow, 5 3/4 to 7 3/4 inches (15 to 20 cm) in length, is the only swallow in the United States with a long, deeply forked tail. Barn swallows have steel-blue plumage on the crown, wings, back, and tail. The forehead, throat, breast, and abdomen are rust colored. Females are usually duller colored than the males.

Range and Habitat

Cliff and barn swallows are found throughout most of North America. Breeding occurs northward to Alaska and the Yukon, across Canada, throughout the western United States, and south into Mexico. Barn swallows are common nesters in most of the southern United States, except Florida. Until recently, cliff swallows did not breed in the southern United States east of central Texas and south of west-central Tennessee or western Kentucky. Reports of new colonies in eastern Tennessee, Louisiana, Alabama, Arkansas, Mississippi, and Florida suggest a range expansion into the southern Atlantic seaboard and Gulf Coast states. Barn swallows are also found in Europe, North Africa, and Asia.

Barn and cliff swallows regularly build mud nests attached to buildings and other structures, a habit that sometimes puts them into conflict with humans. This is particularly true of the cliff swallow, which nests in large colonies of up to several hundred pairs. Barn swallows tend to nest as single pairs or occasionally in loose colonies of a few pairs. Some homeowners consider barn swallows to be at most a minor nuisance.

Fun Facts

Swallows have a tendency to nest in previous nesting sites.

Cliff swallows will prematurely desert their nests in masse, leaving their young to starve, when swallow bug populations become too great.

Cliff swallow nests are gourd-shaped, enclosed structures with an entrance tunnel that opens downward. A typical cliff swallow nest contains 900 to 1400 pellets, each representing one trip to and from the nest.

Barn swallow nests are cup-shaped rather than gourd-shaped, and the mud pellets contain coarse organic matter such as grass stems, horse hairs, and feathers.

Damage Identification

Cliff swallows nest in colonies and often live in close association with humans. They can become a major nuisance, primarily because of the droppings they deposit. In such instances they may create aesthetic problems, foul machinery, and cause health hazards by contaminating foodstuffs. Their mud nests eventually fall to the ground and can cause similar problems. Barn swallows nesting singly or in small groups on a structure can cause similar problems but of a lesser magnitude due to the smaller numbers present.

Public Health

Parasites found in swallow nests, including swallow bugs, fleas, ticks, and mites, may bite humans and domestic animals, although these are not the usual hosts. In addition, cliff swallow nests are often used by house sparrows, introducing another avian pest and its attendant damage problems and potential health hazards.

Legal Status

In the United States, all swallows are classified as migratory insectivorous birds under the Migratory Bird Treaty Act of 1918. Swallows are also protected by state regulations. It is illegal for any person to take, possess, transport, sell, or purchase swallows or their parts, such as feathers, nests, or eggs, without a permit. As a result, certain activities affecting swallows are subject to legal restrictions.

Permit Requirements

A depredation permit issued by the US Fish and Wildlife Service may be required to remove swallow nests. Three of seven administrative regions of the US Fish and Wildlife Service in the continental United States require a permit regardless of the

time of year. This includes nests under construction, completed but empty nests, nests with eggs or young, or nests abandoned after the breeding season. Four of the seven regions do not require a permit if eggs or young birds are not present in the nest.

If eggs or nestlings are present, a permit authorizing nest removal or the use of exclusion techniques is required in every region and will be issued only if very compelling reasons exist. An example might be the safety hazard of a nesting colony located at an airport where aircraft safety is in question and where other methods of control are not applicable.

Damage Prevention and Control Methods

<u>Exclusion</u> Netting or wire mesh. Strip doors.	<u>Nest Removal</u> Wash nests down with a water hose or knock down with a pole.	<u>Frightening</u> Not effective for barn or cliff swallows.
<u>Repellents</u> Not effective.	<u>Toxicants</u> None are registered.	<u>Trapping</u> Not allowed.
<u>Habitat Modification</u> Substrate modification: slick surfaces discourage nesting. Architectural design: some designs discourage nesting. Avoid overhanging eaves	ACKNOWLEDGEMENTS The above information was adapted from PREVENTION AND CONTROL OF WILDLIFE DAMAGE with permission of the editors, Scott E. Hygnstrom, Robert M. Timm, and Gary E. Larson (Cooperative Extension Division, Institute of Agriculture and Natural Resources University of Nebraska-Lincoln, United States Department of Agriculture Animal and Plant Health Inspection Service, Animal Damage Control, Great Plains Agricultural Council Wildlife Committee).	

Camp Pendleton Wildlife Services

- Wildlife Control and Removal
- Humane Bat Removal
- Mice Pest Control
- Raccoon Removal & Control
- Rat Control
- Dead Animal Removal
- Rodent Control
- Mole Control
- Squirrel Control & Squirrel Removal
- Skunk Removal
- Opossum Removal
- Bird Control
- Attic Insulation
- Attic Restoration
- Attic Ventilation
- Chimney Repairs
- Insurance Work
- Animal Odor Removal
- Pigeon Control

Camp Pendleton Critters

- Alligators
- Armadillos
- Birds at Airports
- Chipmunks
- Coyote
- Crows
- Ground Squirrels
- Gulls
- House Mice
- Magpies
- Norway Rats
- Roof Rats
- Rattlesnakes
- Blackbirds
- House Finches
- Sparrow
- Swallows
- Badger
- Fox
- Beaver
- Porcupine
- Squirrels
- Bats
- Flying Squirrels
- Moles
- Non-Venomous Snakes
- Opossums
- Pigeons
- Venomous Snakes
- Raccoons
- Skunks
- Voles
- Woodchuck



1-800-CRITTER
(No Cats & Dogs)





Public Private Venture (PPV) Housing Plain Language Brief (Tenant Welcome & Orientation)



Marine Corps Installations Command (MCICOM)



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Section	Topics
Welcome & Background	MHO & PPV Partner Contact Information; MHO Services & Responsibilities; PPV Partner Information
Understanding Your Lease	Understanding Your Lease; Pet Restrictions; Tenant Responsibilities
Moving In	What to Expect: Move-In & Move-Out; Pet Deposit; Proof of Renters' Insurance
Home Maintenance	Maintaining Your Home; Window Safety Tips; Maintenance Issues; Types of Service Calls
Your Rights as a Tenant	Tenant Bill of Rights; Informal & Formal Dispute Resolution Processes; 7-Year Maintenance History Summary
Valued Feedback	SatisFacts surveys after Move-In, prior to Move-Out, & after every Work Order performed
Additional Contact Information	Social Media & Website Links

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.
- Liberty and Hunt (Deluz) are privatized company's 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.

Contact Information

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

Liberty and Hunt (Deluz) at Marine Corps Base Camp Pendleton

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 Partners 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 Company
- ✓ Returns home in good condition

PPV Partners 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: (760) 281-2900, available 24/7/365
- For an urgent maintenance, call: (760) 281-2900, available 24/7/365
- For routine maintenance, call: (760) 281-2900, available 24/7/365
- Maintenance Number: (760) 281-2900, 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 (760) 281-2900
- ♦ 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. | (760) 281-2900

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) 725-1656

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) 430-0697	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) 281-2900	08:00-17:00 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:



Maintenance & repairs



Rental Payments



Fees & Charges



Displacement Rights



Lease Termination



Inspections

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. Premises 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 payments 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

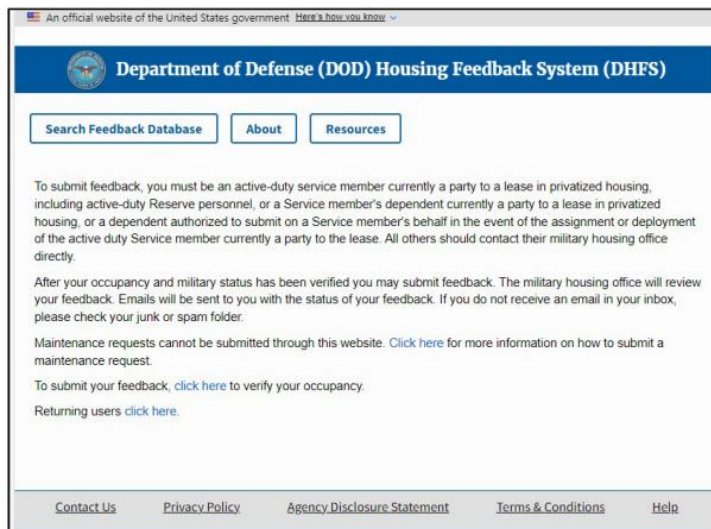
The Department of Defense Housing Feedback System (DHFS) is a public website for active-duty service members currently living in privatized family housing, their dependents, or others authorized to act on their behalf to submit feedback about their current privatized housing unit. <https://www.dhfs.mil/rfs/>



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>



Tenant Guide to Renters' Insurance

The Marine Corps encourages you to purchase renters' insurance to protect yourself against personal loss or liability due to unforeseen circumstances. Also, as a condition for occupancy, your Public Private Venture (PPV) partner may require you to purchase renters' insurance.





***Renters' Insurance is NOT part of the rent you pay to the PPV partner and does not come out of your Basic Allowance for Housing (BAH)**

What is renters' insurance?

A renters' insurance policy is insurance for those renting housing of any type which protects your personal property against damage or loss and protects you from liability for damage to the rental property associated with your actions, or for someone that is injured while on the rental property you are occupying. For all types of housing rented off-base, it is a common business practice for landlords to require Tenants to obtain renters' insurance as a condition of renting.

What does renters' insurance cover?

A standard renters' insurance policy includes four types of coverages that help protect you and your belongings after a covered loss. The names of coverages can differ based on the insurance providers:

	Type	Description	Coverage
	Personal Property	Helps pay to replace belongings such as electronics, furniture, and clothing that you have in your rental property if they are stolen or damaged in certain situations.	Personal property coverage levels can start as low as \$15,000 and is a typical component of renters' insurance.
	Liability	Personal liability coverage is typically part of a standard renters' insurance policy. Liability coverage helps protect your finances if you are ever held responsible for someone else's injuries or property damage.	A standard policy includes up to \$100,000 in liability coverage. Liability coverage may not cover structural damage from personally owned appliances.
	Guest Medical	Helps pay for reasonable and necessary medical expenses, such as the cost of X-rays or an ambulance, if a guest is injured at your rental property, even if you are not at fault.	Sometimes called goodwill coverage. Policies have coverage limits starting around \$5,000.
	Additional Living Expenses	May help pay for additional costs you incur, such as temporary housing, if your rental property is uninhabitable by a covered risk such as a fire. Also known as loss of use coverage.	Most standard renters' insurance policies include coverage for additional living expenses.



Tenant Guide to Renters' Insurance

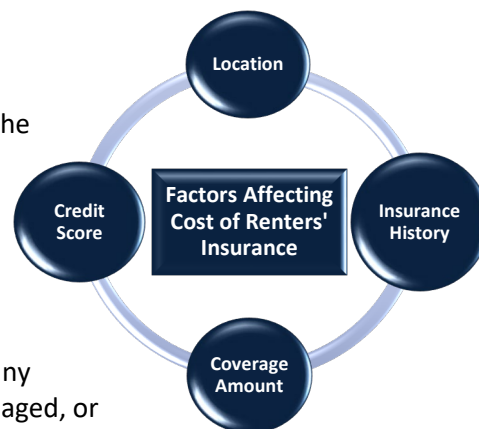
Why purchase renters' insurance?

Purchasing a renters' insurance policy with personal property coverage protects against the loss of your personal belongings. The insurance carried by the PPV partner does not cover your personal property if it is stolen or damaged due to fire, theft, or other unexpected circumstances. Including personal liability coverage in your renters' insurance policy will also pay for damages if a court determines that your negligence resulted in injuries to another person, or damage to someone else's property, such as the PPV partner's housing unit that you are renting.

How much is renters' insurance?

The National Association of Insurance Commissioners (NAIC) indicates the average renters' insurance policy costs between \$15 to \$30 per month.

****Cost may vary depending on location, choice of deductible, and coverage amounts. As of 2020, these figures were based on a national monthly average. Actual premiums will vary.***



How are you reimbursed?

If your belongings are damaged or stolen, the renters' insurance company reimburses you for the value of the items you have lost or that are damaged, or provides a replacement item. The two types of policies include:

- ◆ **Actual cash value policies:** Reimburse you for the depreciated value of your belongings, an amount that may not completely replace the loss. Actual cash value pays what the depreciated value of the property was worth at the time of damage.
- ◆ **Replacement cost policies:** Reimburse you for the amount it will cost to replace an item with a new one of like kind and quality, without depreciation. While this results in a more comprehensive recovery, it is also a more expensive policy.

Top considerations

- ◆ **Know what is covered:** In addition to covering your belongings, some policies will also cover living expenses if the property becomes uninhabitable. Renters' insurance may also protect you from lawsuits alleging negligence.
- ◆ **Know what is excluded:** Renters' insurance typically will not cover damage from earthquakes, natural flooding, tornadoes, pest damage, terrorism, or war. Structural damage to the PPV partners housing unit is generally not covered, but it may be covered by your PPV property manager's property insurance.
- ◆ **Know your deductible:** The amount of your deductible and coverage is based on the premium you pay. Make sure that you can easily afford your deductible in case something happens.

Creating a home inventory

- ◆ A home inventory helps assist in renters' insurance coverage decisions and expedites the insurance claims process after theft, damage, or loss.
- ◆ The record of your assets will not only help you in the settlement of a covered loss or claim but may also help verify tax-deductible property losses and determine the right amount of insurance coverage you need.
- ◆ There are various methods in capturing a home inventory including a written inventory, digital inventory, and/or a visual record.
- ◆ Ensure that you keep your inventory record safe, whether in a fireproof box, deposit box, or digitally in the cloud.





Tenant Guide to Renters' Insurance

Tips on purchasing renters' insurance



*Weigh costs
versus
benefits*

Replacing all of your possessions or being liable for an accident can add up. Even if you don't think you own many valuables to justify the cost, a minimal number of items can quickly lead to thousands of dollars of personal property, which can be covered in a basic policy.



*Evaluate
your
location*

It is critical to think about your location. If you live in an area prone to violent storms, you may require a comprehensive policy that addresses storm damage.



*Ask about
discounts*

Ask about any discounts you are eligible for. Many insurers will reduce your premiums if you have alarms, fire extinguishers, sprinkler systems and/or deadbolts on exterior doors. You may also be able to bundle your car insurance or another insurance policy for a reduced rate.

When does renters' insurance apply to you?



Fire

Renters' insurance will reimburse you for personal property destroyed by a fire and cover property damages incurred by someone else if the fire spreads outside your rental.



Burst Water Pipe

Water damage to your possessions from a burst water pipe is typically covered under your renters' insurance policy.



Theft

Renters' insurance typically protects items stolen after a break-in at your rental property or items stolen outside of your rental, such as items stolen from a car or locker.



Personal Liability

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.



Earthquake

Typically, earthquake damage is exempt from coverage by renters' insurance. However, an earthquake insurance policy may be available at an additional cost.



Loss of Use Coverage

Loss of use covers living expenses if your home is damaged to the point of being unliveable. Costs like hotel, food and other living expenses you may incur would be covered.



Consider Purchasing a Rider

If you have renters' insurance, you can purchase an extension, also called a rider, that covers expensive items, such as wedding or engagement rings, for additional coverage.

The information contained in this guide has been prepared for all Marines, Sailors, and their Families for your awareness. Please be advised that all terms and information provided within this document will vary dependent on your insurance provider and location.

For more information about renters' insurance, please contact your Military Housing Office or Legal Services if you have questions about your policies, or visit MCICOM Family Housing <https://bit.ly/3n2zyGe>



Environmental Guide for Tenants:

Understanding Mold in Your Home

What is mold?

Mold is a type of fungus that forms and spreads on damp organic matter, and it is present both indoors and outdoors. Mold has the potential to grow indoors when there is a high level of moisture present, such as around leaks in roofs, windows, or pipes, or in areas where there has been flooding. When excessive moisture accumulates in buildings or on building materials, mold can grow on surfaces such as wood, paper, carpet, and insulation.

In addition to property damage, mold can impair the indoor air quality of your home and cause a variety of health issues for sensitive individuals, specifically those with asthma. Mold produces allergens and irritants which can cause a stuffy nose, sore throat, coughing, burning eyes, or skin rash. Inhaling or touching mold may cause allergic reactions. If you experience any symptoms, please contact your primary care provider and make an appointment to discuss your concerns.

For more information on the potential health effects of mold, please see the [Center for Disease Control \(CDC\) website](https://www.cdc.gov/mold/)

Mildew is classified as mold and often lives on shower walls, windowsills, and other places where moisture levels are high. It is typically powdery, fluffy, and light in color whereas other types of molds are thick and dark. Generally, the health or property damage effects of mildew are less severe than those caused by other types of mold.

How does mold grow?



Mold grows in places with significant moisture or humidity as it needs a consistent water source.



Mold needs a source of organic matter to grow, such as wood products, drywall, or fabric.



Mold grows best in temperatures between 32- and 120-degrees Fahrenheit.

What are the tenant's responsibilities surrounding mold, mildew, or potential mold?

- ✓ It is the tenant's responsibility to initiate a maintenance request and immediately report any active water leaks or signs of suspected moisture to their PPV Property Manager (PM).
- ✓ Tenants are responsible for keeping their home clean and maintaining standard upkeep per their lease. This includes cleaning up surface occurrences of mildew that may be found in bathrooms.

Please see Tenant Tips for Mold Prevention on page 2 for ways that you can reduce the likelihood of mold occurrences in your home



Understanding Mold in Your Home

What are the responsibilities of the PPV PM and the Military Housing Office (MHO)?

PPV PM	MHO
<ul style="list-style-type: none">✓ Provides walkthrough inspection of a tenant's home during their move-in✓ Advises tenants of their responsibility to prevent and immediately report any conditions conducive to mold growth✓ Provides tenants with clear reporting procedures so problems can be recorded and addressed in a timely manner	<ul style="list-style-type: none">✓ As the tenant advocate, applies the environmental health and safety standards for managing mold and coordinates with maintenance personnel to resolve the issue and ensure tenant satisfaction✓ Becomes involved with a concern if the Dispute Resolution Process (DRP) is initiated due to the PPV PM not resolving an issue

How do I prevent mold growth?

Per the Environmental Protection Agency (EPA), it is impossible to get rid of all mold and mold spores indoors - some mold spores will be found floating through the air and in house dust. Mold spores will only grow if moisture is present. The best way to prevent mold growth indoors is to control moisture. Identifying and repairing water leaks as quickly as possible, ensuring proper air circulation, and maintaining a clean and clutter free home all contribute towards preventing mold growth in your home. ***It's simple – control moisture and you'll control mold growth.***

Tenant Tips for Mold Prevention

Preparation

- ✓ Be an active participant during your move-in inspection with the PPV PM. Look for evidence of water damage, visible mildew, or mold growth
- ✓ Report all plumbing leaks and moisture problems immediately to your PPV PM
- ✓ Check hidden locations for mold, such as ceiling and floor vents

You can control mold growth in your home by:

- ✓ Controlling humidity levels indoors
- ✓ Regardless of the outside temperature, opening windows in your housing unit for 15 minutes once a month to improve air circulation
- ✓ Ventilating shower, laundry, and cooking areas
- ✓ Running your ceiling fans to increase air circulation and/or setting the heating, ventilation, and air conditioning (HVAC) unit fan to 'Auto'
- ✓ Checking and changing your HVAC filters per directions from your PPV PM
- ✓ Reporting leaky roofs, windows, or pipes to your PPV PM and working with them to ensure the problem and leak source is fixed
- ✓ Thoroughly cleaning and drying the problem area



How do I spot mold in my home?

Generally, mold may be recognized either by sight or smell. You can refer to the Appendix for photo examples of molds and mildew.

- Mold usually appears as a distinctly colored woolly mat. For example, mildew is white, gray, or light brown, and is one of the most common molds in a household.
- Mold often produces a musty, earthy smell.

If you know there has been a leak or water damage, if you can smell musty odor, or if other tenants are reporting health problems, there may be mold hidden in hard-to-see places. These include locations such as the back side of dry wall, wallpaper, paneling, the top side of ceiling tiles, or the underside of carpets and pads. Initiate a maintenance request and contact your PPV PM immediately if you suspect hidden mold.

What should I do if there is a mold issue in my residence?

If you have a mold problem, it is important to act quickly by initiating a maintenance request and contacting your PPV PM. Mold will cause damage to whatever items it grows on, and the longer it grows, the more damage it can cause.

It's important to remember:





The key to minimizing mold is moisture control.



Water-damaged areas and items should be dried within 24-48 hours to prevent growth.

How do I clean mold or mildew in my home?

If mold is growing in your home, you need to contact your PPV PM immediately for help to address the issue. Maintenance personnel will inspect potential mold occurrences and assist in cleanup and address any associated moisture problems if needed. If the substance is mildew, it is your responsibility to cleanup common occurrences, such as those found in bathrooms.

Mold		Do not self-clean. Contact your PPV PM!
Mildew		You can self-clean, using the tips below

Below are a few tips for self-cleaning:

- ✓ Mildew can be removed from hard surfaces with EPA-registered antimicrobial cleaning products
- ✓ If EPA-registered antimicrobial cleaning products are not available, soap and water, or a bleach solution of no more than 1 cup of household laundry bleach in 1 gallon of water, can be used as cleaning products to clean up surface-level mildew
- ✓ Scrub mildew off hard surfaces with your chosen cleaner and water
- ✓ Dry all items completely



Understanding Mold in Your Home

- ✓ Absorbent or porous materials, such as ceiling tiles and carpet, may have to be removed if they have heavy occurrences of mildew. Mildew can grow on or fill in the empty spaces and crevices of porous materials, so the mildew may be difficult or impossible to remove completely. Work with your PPV PM to identify how to replace anything that is their responsibility.

If you clean up the mildew, but don't fix the water problem, then the mildew problem will likely come back.

Where can I find more information on mold in my residence?

The EPA and CDC have helpful resources on how to prevent and spot mold occurring in your home:

- ✓ EPA: [Mold Cleanup in Your Home](#)
- ✓ EPA: [Mold and Your Home](#)
- ✓ CDC: [Basic Facts about Mold and Dampness](#)
- ✓ CDC: [Health Problems Related to Dampness and Mold](#)
- ✓ CDC: [You Can Control Mold](#)



Understanding Mold in Your Home

Appendix (Photos of Different Types of Mold)

Photos are sourced and owned by EPA.

To view additional photos, [visit the EPA Mold Gallery](#)



Mold on drywall under leaky sink



Mold on air seal on sliding glass door



Mold surrounding air conditioning vent



Mildew found on bathroom grout



**YOUR DRINKING WATER
2024 JANUARY - JUNE
WATER QUALITY REPORT**



MARINE CORPS BASE, CAMP PENDLETON

INSIDE THIS REPORT

This report describes the quality of water provided to residents and personnel living and working aboard Marine Corps Base, Camp Pendleton (MCB CamPen) during Jan-June 2024. Included are details about where the water comes from, what it contains, and how it compares to established drinking water standards.

<i>Drinking Water Sources</i>	1
<i>Water Service Areas</i>	1
<i>Water Quality Monitoring</i>	1
<i>General Information about Drinking Water</i>	2
<i>Drinking Water Considerations</i>	2
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<i>From the Ground to Your Tap</i>	9
<i>Source Water Assessment & Protection</i>	10
<i>Water Conservation & How to Help</i>	11
<i>Contact Info. & Additional Resources</i>	12

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

DRINKING WATER SOURCES

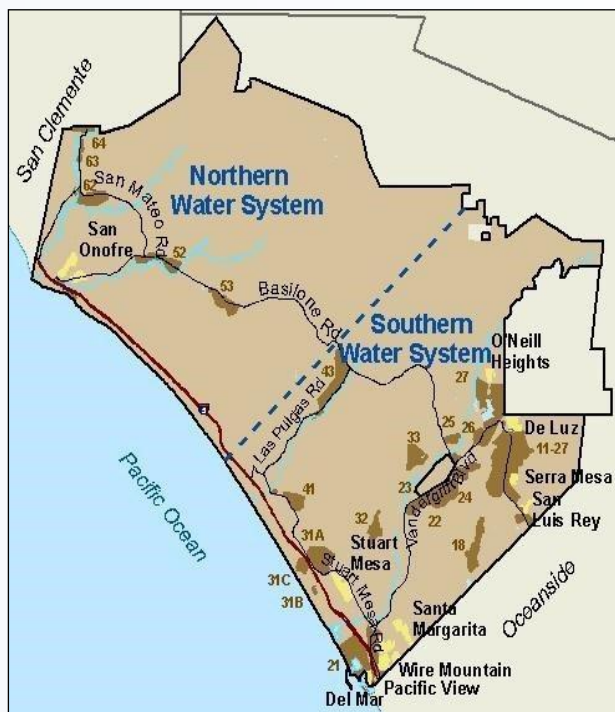
Unlike most of Southern California which relies on imported water supplies, nearly all MCB CamPen's drinking water comes from local groundwater sources. Wells located on Base supply water to all of MCB CamPen except for San Mateo Point Housing, which receives water from the South Coast Water District. Residents of San Mateo Point Housing should receive a consumer confidence report from this off-base water supplier.

WATER SERVICE AREAS

MCB CamPen provides water through two drinking water systems:

Northern Water System: Services all areas north of Las Pulgas Road except for the 43 Area and San Mateo Point housing. Wells located in the San Onofre and San Mateo River basins supply water to this water system. During this period, the North treatment plant was undergoing maintenance, and all water was supplied from the South Advanced Treatment Plant.

Southern Water System: Services the 43 Area and all areas south and southeast of Las Pulgas Road. Wells located in the Las Pulgas and Santa Margarita River basins supply water to this water system.



Camp Pendleton Water Service Areas

WATER QUALITY MONITORING

MCB CamPen routinely tests the water to ensure that it meets safe drinking water standards. In addition to monitoring for contaminants with established drinking water standards, the base also monitors for unregulated contaminants, which helps the U.S. Environmental Protection Agency (USEPA) and the California State Water Resources Control Board (SWRCB) determine where certain contaminants occur and whether such contaminants require regulation.

Last year, MCB CamPen completed over 20,000 water quality tests to evaluate compliance for over 200 different drinking water contaminants. While most contaminants registered below detectable levels, some occasionally did not achieve a drinking water standard. The tables on pages 4 - 6 depict these contaminants along with others that require reporting. The tables contain separate columns to distinguish between the water quality measured in the Northern and Southern Water Systems.

We are committed to providing you with information because informed customers are our best allies.

GENERAL INFORMATION ABOUT DRINKING WATER

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

- ♦ Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- ♦ Inorganic contaminants, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- ♦ Pesticides and herbicides that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- ♦ Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- ♦ Radioactive contaminants that can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the USEPA and the SWRCB prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. These regulations also establish limits for contaminants in bottled water that provide the same protection for public health.



DRINKING WATER CONSIDERATIONS

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791). Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemo-therapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

TERMS USED IN THIS REPORT

ACTION LEVEL (AL) - The concentration of a contaminant in drinking water which, if exceeded, triggers treatment or other requirements that a water system must follow.

Consumer Confidence Report Detection Level (CCRD_L) - A State Water Board calculation presented as a reporting level that was achievable in 90 percent of all negative results. This is not a regulatory limit.

HEALTH ADVISORY (HA) - The concentration of an unregulated contaminant in drinking water which, if exceeded over a lifetime, may have associated health risks.

MAXIMUM CONTAMINANT LEVEL (MCL) - The highest level of a contaminant allowed in drinking water. Primary MCLs are set as close to the Public Health Goal (PHG) or Maximum Contaminant Level Goal (MCLG) as is economically and technologically feasible. Secondary MCL's are set to protect the odor, taste, and appearance of drinking water.

MAXIMUM CONTAMINANT LEVEL GOAL (MCLG) - The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the USEPA.

MAXIMUM RESIDUAL DISINFECTANT LEVEL (MRDL) - The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary to control microbial contaminants.

MAXIMUM RESIDUAL DISINFECTANT LEVEL GOAL (MRDLG) - The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

MICROSIEMENS PER CENTIMETER (µS/cm) - A unit of measurement to express electrical conductivity of drinking water. One µSiem equals one ppm of conductive particles in drinking water (see definition for ppm).

NEPHELOMETRIC TURBIDITY UNIT (NTU) - A unit of measurement to express the amount of suspended particles in drinking water.

NON DETECT (ND) - Either a contaminant is not present in the drinking water or the contaminant is below the laboratory detection limit or state-required reporting level.

NOTIFICATION LEVEL (NL) - A health-based advisory level established by the SWRCB for chemicals in drinking water that lack MCLs. When chemicals are found at concentrations greater than their notification levels, certain regulatory requirements and recommendations apply.

PART PER MILLION (PPM) - A unit of concentration often used to represent how much of a pollutant exists in drinking water. One ppm is like one second in 11.5 days. Units are expressed as mg/L (milligrams per liter)

PART PER BILLION (PPB) - A unit of concentration often used to represent how much of a pollutant exists in drinking water. One ppb is like one second in nearly 32 years. Units are expressed as ug/L (micrograms per liter)

PART PER TRILLION (PPT) - A unit of concentration often used to represent how much of a pollutant exists in drinking water. One ppt is like one second in nearly 32,000 years. Units are expressed as ng/L (nanograms per liter)

PICOCURIES PER LITER (PCI/L) - A unit of measurement to express activity of radionuclide contaminants in drinking water.

PRESENT/ABSENT (P/A) - A unit of measurement to express bacteriological sample results in drinking water.

PRIMARY DRINKING WATER STANDARD (PDWS) - MCLs and MRDLs for contaminants in drinking water that affect health along with their monitoring, reporting, and water treatment requirements.

PUBLIC HEALTH GOAL (PHG) - The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

SECONDARY MAXIMUM CONTAMINANT LEVEL (SMCL) - The highest level of a contaminant allowed to protect the odor, taste, and appearance of drinking water; these contaminants do not present a health risk at the SMCL.

2024 Jan-June Water Quality Monitoring Results

Inorganics with Primary Drinking Water Standards

Parameter		Water System		MCL	PHG	Units	Typical Sources
		Northern	Southern				
Arsenic	Range	ND	ND – 2.1	10	0.004	ppb	Erosion of natural deposits
	Average	ND	1.0				
Barium	Range	NA	30 - 68	1000	2000	ppb	Leaching from natural deposits and industrial waste
	Average	30.5	48				
Hexavalent Chromium ¹	Range	ND	ND – 2.7	50	100	ppb	Industrial sources include anti-corrosive agents and chrome plating
	Average	ND	1.33				
Fluoride (Natural-Source)	Range	NA	0.12-0.85	2	1	ppm	Erosion of Natural deposits
	Average	0.12	0.48				
Nitrate as N	Range	0.17-0.18	0.17 – 1.4	10	10	ppm	Runoff and leaching from fertilizer use; erosion of natural deposits
	Average	0.18	0.76				

¹Limits are for total chromium as hexavalent chromium is not regulated except as part of total chromium

Parameter		Water System		MCL	PHG (MCLG)	Units	Typical Sources
		Northern	Southern				
Gross Alpha ²	Range	ND	ND-21.7	15	(0)	pCi/L	Erosion of natural deposits
	Average	ND	9.0				
Uranium ³	Range	NA	14 - 15	20	0.43	pCi/L	Erosion of natural deposits
	Average	NA	14.5				

²Compliance with the gross alpha MCL is determined by subtracting uranium values from the gross alpha values. After subtracting uranium, the Southern Water System was in compliance with the gross alpha MCL of 15 pCi/L..

³Uranium testing is determined from a trigger level of 5 pCi/L of Gross Alpha. In the Northern System no Uranium tests were triggered between Jan - June 2024.

Disinfectants and Disinfection Byproducts with Primary Drinking Water Standards

Parameter		Water System		MCL [MRDL]	PHG [MRDLG]	Units	Typical Sources
		Northern	Southern				
Total Chlorine Residual	Range	1.34–2.05	1.56-2.2	[4]	[4]	ppm	Drinking water disinfectant added for treatment
	Average	1.69	1.84				
Haloacetic Acids	Range	2.5 – 9	2.2 – 5.7	60	None	ppb	Byproduct of drinking water disinfection
	Average	6.2	3.5				
Total Trihalomethanes ⁴	Range	17 - 49	5.9 - 47	80	None	ppb	Byproduct of drinking water disinfection
	Average	32	24				

⁴ Compliance with the Total Trihalomethanes MCL is determined by a locational running annual average of four quarters of results. Based on these averages both the Northern and Southern Water Systems were in compliance with the MCL for Jan – June 2024.

2024 Jan-June Water Quality Monitoring Results

Bacteriological with Primary Drinking Water Standards

Parameter		Water System		MCL	PHG (MCLG)	Units	Typical Sources
		Northern	Southern				
Escherichia coli (E.coli) Bacteria	E.coli Positive	ND	ND	0	0	P/A	Microbial contaminate that may come from sewage treatment plants, septic systems and wildlife

Per the SWRCB's Total Coliform Rule, the MCL for total coliform bacteria is based on the number of total coliform positive samples per month. The Northern Water System complies with the MCL when no more than one monthly sample tests positive or less than 5% of the total test positive. The Southern Water System complies with the MCL when no more than 5% of monthly samples tests positive. The Southern System and Northern System were both in compliance for this 6-month period.

Contaminants with Secondary Drinking Water Standards

Parameter		Water System		MCL (SMCL)	PHG (MCLG)	Units	Typical Sources
		Northern	Southern				
Chloride	Range	56-57	56 - 220	(500)	None	ppm	Runoff/leaching from natural deposits
	Average	56.5	138.3				
Copper	Range	ND	ND - 0.17	(1.0)	None	ppm	Internal corrosion of plumbing, erosion of natural deposits
	Average	ND	0.07				
Sulfate	Range	62-65	62-68	(500)	None	ppm	Runoff/leaching from natural deposits
	Average	63.5	65.3				
Specific Conductance	Range	NA	490 - 1400	(1600)	None	µS/cm	Substances that form ions when in water
	Average	490	945				
Total Dissolved Solids	Range	NA	280-780	(1000)	None	ppm	Runoff/leaching from natural deposits
	Average	280	530				
Turbidity	Range	0.1-0.15	0.1-0.25	(5)	None	NTU	Soil runoff
	Average	0.13	0.16				

Tap Water Monitoring for Lead and Copper

Parameter		Water System		AL	PHG	Units	Typical Sources
		Northern	Southern				
Copper ⁵	Samples > AL	0 of 30	0 of 30	1.3	0.3	ppm	Internal corrosion of household plumbing systems
	90th percentile	0.41	0.09				
Lead ⁵	Samples > AL	0 of 30	0 of 30	15	0.2	ppb	Internal corrosion of household plumbing systems
	90th percentile	ND	ND				

⁵Camp Pendleton is required to do lead and copper testing once every three years so these are the latest results. Both the Northern and Southern Water Systems were in compliance with the lead and copper Action Levels during 2022. Compliance is based on the 90th percentile of all samples collected, which must be less than the AL. The system is out of compliance when more than 10% of samples exceed the AL. The next sampling is scheduled in September 2025.

2024 Jan-June Water Quality Monitoring Results

Unregulated Contaminant Monitoring Rule 4(UCMR4)⁶

Parameter		Water System		NL	PHG	Units	Typical Sources
		Northern	Southern				
Manganese	Range	ND	0 - 0.95	500	None	ppb	Leaching from natural deposits
	Average	ND	0.28				
Bromide	Range	170 - 290	0 - 610	None	None	ppb	Naturally present in the environment
	Average	217	425				
HAA5	Range	0.8 - 7.6	2.9 - 8.0	None	None	ppb	Byproduct of drinking water disinfection
	Average	4.3	5.2				
HAA6Br	Range	0.6 –17.0	8.5 – 18.7	None	None	ppb	Byproduct of drinking water disinfection
	Average	10.9	12.9				
HAA9	Range	0.8—18.0	8.5 - 21.6	None	None	ppb	Byproduct of drinking water disinfection
	Average	11.7	15.5				

⁶Testing for these contaminants was performed in accordance with the USEPA's Fourth Unregulated Contaminant Monitoring Rule (UCMR4). Unregulated contaminant monitoring helps the USEPA and SWRCB to determine where certain contaminants occur and whether the contaminants need to be regulated. Both the Southern and Northern Water Systems were sampled in 2020.

Monitoring for Other Contaminants

Parameter		Water System		NL (HA)	PHG	CCRDL	Units	Typical Sources
		Northern	Southern					
Perfluorooctane Sulfonic Acid (PFOS)	Range	ND - 2.4	ND - 2.1	6.5	None	4	ppt	Industrial use chemical
	Average	1.07	0.87					
Perfluorobutanesulfonic Acid (PFBS)	Range	ND - 2.1	ND - 3.1	5000	None	3	ppt	Industrial use chemical
	Average	1.27	1.51					
Perfluorobutanesulfonic Acid (PFHXS)	Range	ND - 2.5	ND - 7.1	3	None	3	ppt	Industrial use chemical
	Average	1.18	2.47					
Perfluorobutanonic Acid (PFBA)	Range	2.2 - 3.5	ND - 2.8	NA	None	5	ppt	Industrial use chemical No regulatory limits
	Average	2.62	1.47					
Perfluoropentanesulfonic Acid (PFPeS)	Range	ND	ND – 1.6	NA	None	4	ppt	Industrial use chemical No regulatory limits
	Average	ND	0.43					

Sodium and Hardness

Parameter		Water System		NL	PHG	Units	Typical Sources
		Northern	Southern				
Sodium	Range	54-55	54 - 150	None	None	ppm	Leaching from natural deposits
	Average	54.5	99.8				
Total Hardness	Range	110-120	110 - 380	None	None	ppm	Naturally occurring minerals
	Average	115	242.5				

2024 CONSUMER NOTIFICATIONS

What are per- and polyfluoroalkyl substances and where do they come from?

Per- and polyfluoroalkyl substances (PFAS) are a group of thousands of man-made chemicals. PFAS have been used in a variety of industries and consumer products around the globe, including in the U.S., since the 1940s. PFAS have been used to make coatings and products that are used as oil and water repellents for carpets, clothing, paper packaging for food, and cookware. They are also contained in some foams (aqueous film-forming foam or AFFF) currently used for fighting petroleum fires at airfields and in industrial fire suppression processes. PFAS chemicals are persistent in the environment and some are persistent in the human body – meaning they do not break down and they can accumulate over time.

Is there a regulation for PFAS in drinking water?

On April 10, 2024, the US EPA established MCLs for a subset of PFAS chemicals.

PFOA at 4.0 ppt

PFOS at 4.0 ppt

PFHxS at 10 ppt

PFNA (Gen-X) at 10 ppt

HFPO-DA (Gen-X) at 10 ppt

Plus a Health Index <1 ppt for mixture of PFHxS, PFNA, HFPO-DA, & PFBS compounds.

EPA requires implementation of sampling in accordance with the new MCLs within three years of the publication date and implementation of any required treatment within five years. These limits did not apply for the 2024 calendar year. However, the DoD proactively promulgated policies to monitor drinking water for PFAS at all service owned and operated water systems at a minimum of every two years. The DoD policy states that if water sampling results confirm that drinking water contains PFOA and PFOS at individual or combined concentrations greater than the 2016 EPA health advisory (HA) level of 70 ppt, water systems must take immediate action to reduce exposure to PFOS or PFAS. For levels less than 70 ppt but above the 4 ppt level (draft at the time of policy publication), DoD committed to planning for implementation of the levels once EPA's published MCLs take effect.

Has Camp Pendleton tested its water for PFAS?

Yes, in the first six months of 2024, we tested all locations where water enters the distribution system from our treatment plants monthly. We are informing you that 5 of 29 PFAS compounds covered by the sampling method were detected above the method reporting limit (MRL). These results are provided on page 6. EPA does not have a HA or MCL for all of these compounds at this time.



REGULATORY INFORMATION: LEAD AND TOTAL COLIFORM

LEAD IN DRINKING WATER

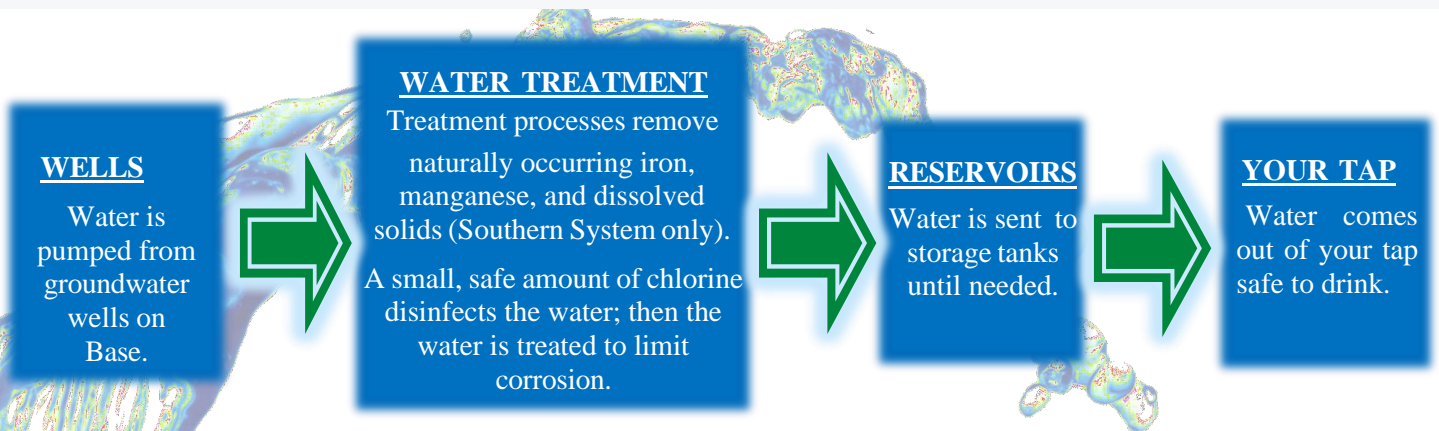
Although sampling of residential taps during 2022 achieved standards for lead in drinking water, federal regulations require us to communicate the following health advisory regarding lead in drinking water: If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Marine Corps Installations West—Marine Corps Base, Camp Pendleton is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/lead>.

REVISED TOTAL COLIFORM RULE (RTCR)

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system.

All state water systems are required to comply with the California Revised Total Coliform Rule (RTCR). As of July 1, 2021, the RTCR became effective. The revisions include the new Coliform Treatment Technique requirement replacing the Total Coliform MCL, and a new *E. coli* MCL regulatory limit. The Revised Total coliform Rule establishes a “find-and-fix” approach for investigating and correcting causes of coliform problems within the water distribution system.

FROM THE GROUND TO YOUR TAP



BOTTLED VS. TAPWATER

Though many people prefer bottled water to tap water for perceived health considerations and taste, both bottled water and tap water must meet strict regulatory standards before they reach the consumer. Bottled water is regulated by the U.S. Food and Drug Administration, while tap water is regulated by the USEPA and the California EPA. Varying factors, such as residence time in the water distribution system, natural mineral content, and residual chlorine from the water disinfection process can impart an unpleasant taste to tap water. Below are some ways that you can improve the taste of tap water.

Prior to consumption:

- Flush the water from the tap for a couple of seconds.
- Allow the water to air for a period of time.
- Chill the water.
- Use a sink filter attachment or filter pitcher.

Tap water is a bargain relative to the cost of bottled water. Using tap water also alleviates the cost and environmental burden associated with the manufacture, transport, and recycling or disposal of plastic water bottles. Go ahead and give our drinking water a try!

A NOTE ON FLUORIDE

MCB CamPen currently does not add fluoride to the drinking water. However, the presence of naturally-occurring fluoride in our source water may help to prevent tooth decay. General information on the oral health benefits of fluoride in drinking water is available at the following web links:

SWRCB, Division of Drinking Water

http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.shtml

Department of Health and Human Services Center for Disease Control and Prevention (CDC)

<http://www.cdc.gov/fluoridation/index.htm>



SOURCE WATER ASSESSMENT

The SWRCB's Division of Drinking Water conducted an assessment of the Base's drinking water sources during July 2002. The assessment evaluated whether MCB CamPen's groundwater supplies are vulnerable to contamination from activities that occur, or have occurred, on Base. The assessment determined that wells in both water systems are most vulnerable to contamination commonly associated with military installations; chemical or petroleum processing or storage; historic and operational waste dumps and landfills; and airport maintenance and fueling areas. You may request a summary of this assessment by contacting Water Resources Division at 760-725-0602. The complete assessment may be viewed at Public Works Department, Water Resources Division, Drinking Water Section, at Building 2291.

HOUSEHOLD HAZARDOUS WASTE

Another way to help protect our source water is to properly dispose of household hazardous waste. These are products that are typically corrosive, toxic, ignitable, or reactive, such as paints, cleaners, oils, batteries, and pesticides. The Housing District Offices provide a free program for the disposal of household hazardous waste. Never throw unwanted hazardous waste into the trash; this may injure sanitation workers and contaminate the environment. Similarly, never dispose of household hazardous waste liquids down your drains, as this also provides an easy pathway for hazardous waste to enter the environment. For questions or for more information on household hazardous waste drop-off points, call the following Housing District Offices at:

- | | |
|-----------------|--------------|
| ◆ Del Mar | 760-430-0040 |
| ◆ Wire Mountain | 760-430-8476 |
| ◆ San Onofre | 949-940-9178 |
| ◆ Stuart Mesa | 760-430-0694 |
| ◆ DeLuz | 760-385-4835 |
| ◆ Mesa | 760-385-5318 |

SOURCE WATER PROTECTION

Because MCB CamPen's groundwater resources are located near areas where we live and work, our activities have the potential to introduce contaminants into our drinking water supplies. Water runoff from storm and non-stormwater related events can pick up and deposit contaminants into the rivers and streams that recharge our aquifers. Surface water contamination can also harm aquatic life and pollute our beaches. Below are some simple ways you can help us to reduce water pollution, safeguard our drinking water resources and protect the environment:

- Check your car for leaks.
- Take your car to a carwash instead of washing it in the driveway.
- Pick up after your pet.
- Use fertilizers and herbicides sparingly.
- Sweep driveways and sidewalks instead of using a hose.
- Dispose of chemicals properly; never dispose of waste, trash or any materials down storm drains.

For more information on stormwater, or to report illegal discharges into the storm drain system, call the Environmental Security Stormwater Section at 760-763-7880.



WATER CONSERVATION

MCB CamPen's limited groundwater resources are vulnerable to wasteful water-use activities. In order to help conserve our groundwater supplies, please consider your water consumption, and use only the water you need. For more information, please visit the following USEPA site:

www.epa.gov/watersense.

DID YOU KNOW?

- California State Governor, Gavin Newsom, proclaimed a drought state of emergency on October 19, 2021. The State Water Board adopted it in early 2022 so it is still important to conserve water.

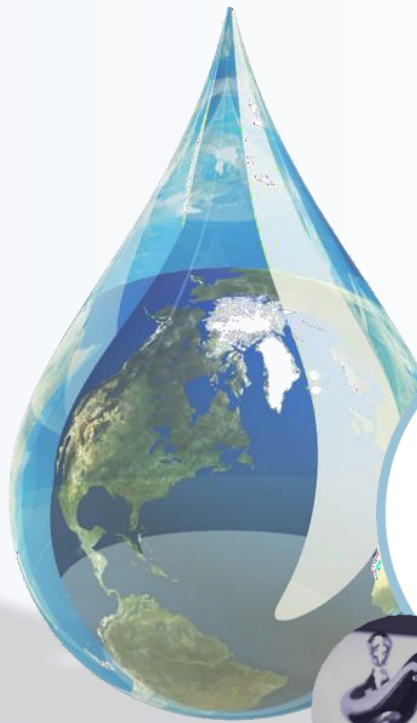
We cannot predict how much precipitation California will receive in the upcoming years.

- 2015 was the warmest year on record in California.
- 2021 had the warmest summer on record in California.
- 2021 was the driest year in over a century
- California's recent drought is the driest period on record.

QUESTIONS?

Marine Corps Installations West—Marine Corps Base, Camp Pendleton is committed to providing safe drinking water for the Marines, their families, and all who live and work aboard MCB CamPen. We are happy to answer any questions you may have or provide you with additional information. You may also request that a hard copy of this report be mailed to you. See page 12 for contact information.

HOW YOU CAN HELP



Report leaking faucets, toilets, and irrigation systems to your housing office or the Facilities Customer Service Line.



Use a spray nozzle that allows you to adjust and stop flow.



Wash only full loads of laundry and dishes. Do not leave water running unattended.



Sweep driveways and sidewalks instead of hosing.



Take short, five-minute showers.



Run water only when using it, *not* while brushing teeth, shaving or washing counters.

CONTACT INFORMATION AND ADDITIONAL RESOURCES

FOR QUESTIONS, COMMENTS, OR TO REQUEST A HARD COPY OF THIS REPORT:

Water Resources Division
760-725-0602

FOR MORE INFORMATION ON FLUORIDE:

SWRCB, Division of Drinking Water
[http://www.waterboards.ca.gov/drinking_water/
certlic/drinkingwater/ Fluoridation.shtml](http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.shtml)

Department of Health & Human Services CDC
<http://www.cdc.gov/fluoridation/index.htm>

HOUSEHOLD HAZARDOUS WASTE DROP-OFF POINTS OR TO REPORT LEAKS:

Base Housing Offices

Del Mar	760-430-0040
Wire Mountain	760-430-8476
San Onofre	949-940-9178
Stuart Mesa	760-430-0694
DeLuz	760-385-4835
Mesa	760-385-5318

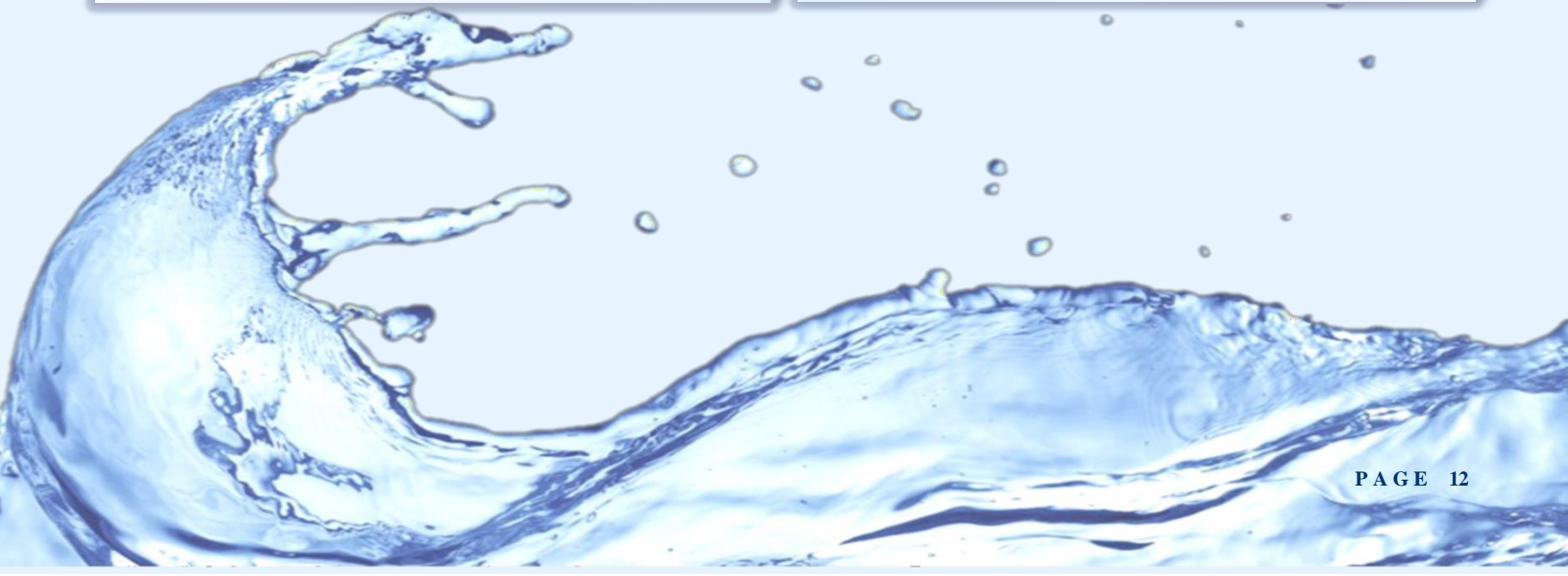
Public Works Department (PWD)
Customer Service Line
760-725-4683

ADDITIONAL DRINKING WATER RESOURCES:

SWRCB, Division of Drinking Water
[http://www.waterboards.ca.gov/drinking_water/
programs/index.shtml](http://www.waterboards.ca.gov/drinking_water/programs/index.shtml)

**California Office of Environmental Health
Hazard Assessment**
www.oehha.ca.gov/water.html

USEPA
<http://water.epa.gov/drink>
USEPA Safe Drinking Water Hotline
1-800-426-4791



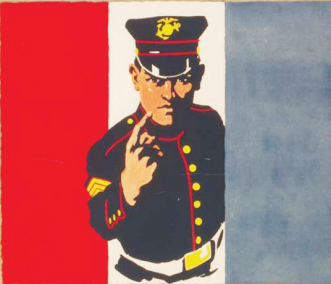


MARINE CORPS BASE CAMP PENDLETON

WATER RESOURCES DIVISION (WRD)
Wastewater Source Control Pretreatment Program
Education & Awareness Campaign

MARINES TRAIN IN WHAT GOES DOWN THE DRAIN

**THE
U.S. MARINES**



**NEED
YOUR HELP!**

Marine Corps Base Camp Pendleton needs YOUR help to ensure efficient and effective operation of our sewage treatment plants!



YOUR HELP MATTERS!

Families and Marines aboard Camp Pendleton play a vital role in environmental protection.

The Best Management Practices (BMPs) described in this brochure will help us improve environmental quality, protect public health, and focus resources where they are needed most.

By following a few simple guidelines, you can help us promote the Base's reputation as a responsible steward of the environment.

Working together, we can ensure
a better environment, and
a cleaner ocean for all!



Camp Pendleton operates several sewage treatment plants with **sensitive treatment processes** that can be disrupted by contaminants such as grease and household chemicals introduced through plumbing.

Left unchecked, contaminants can end up in our local waters where they endanger wildlife and public health.



Furthermore, treatment **cannot** degrade items such as diapers, so-called "flushable" wipes, latex, or feminine hygiene products. Along with kitchen grease, such products can also clog pipes.



Clogged pipes lead to overflows of untreated sewage in housing and environmentally sensitive areas.

For general questions, contact Water Resources Division (WRD) at 760-846-4392.



**To report a sewage spill, call:
(760) 725-4324**

IN THE KITCHEN

The kitchen is the source of many sewer backups and overflows on Base.

Fats, oils, and cooking grease (FOG) used in the kitchen will coat and cling to the insides of sewer pipes. Using soaps, degreasers, or hot water to flush FOG down the drain only pushes the problem further down the pipe where it eventually solidifies, creating blockages that result in an overflow of raw sewage.

You can help us limit the amount of grease that enters the sewer system, reduce the potential for sewage spills, and keep the Base's treatment plants in good working order!

DO: Pour cooled grease into a used non-recyclable container, such as a milk carton, then dispose of it in the garbage.



DON'T:
Pour vegetable oil, fats, or grease down the drain!

RECOMMENDATIONS...

- ✓ Wipe dishes, pots & pans coated with greasy residue using a disposable towel.
- ✓ Scrape food scraps and grease into the garbage prior to washing.
- ✓ Place screens over sink drains. Dispose of food scraps in the garbage instead of using your disposal unit.



IN THE BATHROOM

You'd be surprised by what we find in the sewer. People will try to flush just about anything down the toilet, causing sewer overflows.

Please dispose of trash and personal hygiene products including disposable wipes (even if labeled "flushable"), diapers, latex, and feminine hygiene products in the trash.

HOUSEHOLD HAZARDOUS WASTE (HHW)

HHW includes anything that is **corrosive, reactive, toxic** or **flammable/ignitable**, such as:

- Paints, Thinners, Solvents, and Stains
- Glues, Adhesives, and Epoxies
- Harsh Cleaners and Bleach
- Herbicides and Pesticides
- Automobile, Lawnmower, and Other Engine Fluids



DON'T:
Dispose of HHW down a sink or toilet!



Wipes clog pipes!

DO: Place a wastebasket in the bathroom to dispose of baby wipes, paper towels, and other objects. **Drop off unwanted/expired medications** to either:



DO: Use environmentally friendly cleaners intended for household cleaning.



USE LESS: Use **just enough** to get the job done.

ALWAYS: Contact your district Housing Office for information on how and where to **properly dispose of HHW**.



FAMILY HOUSING District Offices

Monday – Friday, 8am – 5pm

DeLuz (760) 281-2912

Del Valle (760) 410-6184

Mesa (760) 385-5318

San Onofre (949) 940-9178

Del Mar (760) 430-0040

Edson (760) 237-6017

Mountain (760) 430-8476

Stuart Mesa (760) 430-0694

Questions may also be directed to the main family housing number at (760) 725-1656.

- Secured drop box located at the pharmacy at **Naval Hospital Camp Pendleton** (200 Mercy Circle, Camp Pendleton, CA 92055-5191)
- Secured drop box locations throughout San Diego County offered by the Sheriff's Department. To find a location near you, please call **858-974-2222** or visit <https://www.sdsheiff.gov/community/prescription-drug-drop-off>

Some medications cannot be broken down by sewage treatment. Once flushed down the drain, they can end up in the ocean, causing harmful effects on the marine environment.

Unfortunately, medications that end up in landfills can also leach into the environment, causing pollution.

Base Housing Areas and Local Schools

Base Housing Area and Home Address determines school assignment. Please refer to the chart below.

Oceanside Unified School District – [Home - Oceanside Unified School District \(oside.us\)](https://www.oside.us) (760) 966-4000

Housing Area: Forster Hills, Pacific View (streets: Blann St, Laraway St, Sipple St, Stewart St, Trent St) South Mesa I West, South Mesa II, Wire Mountain 1 & Wire Mountain 3		
North Terrace Elementary Grades TK-8	760 901-7500	Home - North Terrace (oside.us)
Oceanside High School Grades 9-12	760 901-8200	Home - Oceanside High School (oside.us)
Housing Area: South Mesa 1 East, Wire Mountain 2, Del Mar, Pacific View (streets: Gillingham Ct & Rodrigues Ct) Santa Margarita		
Santa Margarita Elementary Grades TK-8	760 901-7900	Home - Santa Margarita School (oside.us)
Oceanside High School Grades 9-12	760 901-8200	Home - Oceanside High School (oside.us)
Housing Area: Stuart Mesa I and II, Seaside Village, Harborview		
Stuart Mesa Elementary Grades TK-8	760 901-7700	Home - Stuart Mesa School (oside.us)
Oceanside High School Grades 9-12	760 901-8200	Home - Oceanside High School (oside.us)

Fallbrook Union Elementary School District - [Fallbrook Union Elementary School District | Inspiring Greatness In Every Student \(fuesd.org\)](https://www.fuesd.org) (760) 731-5400

Fallbrook Union High School District - [Fallbrook Union High | District Home \(fuhsd.net\)](https://www.fuhsd.net) (760) 723-6332

Capistrano Unified School District - [Capistrano Unified School District - Home \(capousd.org\)](https://www.capousd.org) (949) 234-9200

Housing Area: DeLuz, O'Neill Heights, Serra Mesa, San Luis Rey		
Mary Fay Pendleton School Grades TK-8	760 731-4050	Mary Fay Pendleton School Leading While Learning (fuesd.org)
Potter Jr. High School Grades 7-8	760 731-4150	Potter Junior High School Leading While Learning (fuesd.org)
Fallbrook High School Grades 9-12	760 723-6300	Fallbrook Union High Fallbrook (fallbrookhs.org)
Housing Area: San Onofre I, II and III, San Mateo Point		
San Onofre School Grades TK-8	760 731-4360	San Onofre School Leading While Learning (fuesd.org)
San Clemente HS Grades 9-12	949 492-4165	San Clemente High School - Home (capousd.org)

MCB Camp Pendleton SLP Website -
<https://www.pendleton.marines.mil/Main-Menu/Services/School-Liaison/>

For additional information please contact the School Liaison Office at (760) 763-7385/7386
Revised July 17, 2024

The **4 RULES** *of* **FIREARM SAFETY**

**ALWAYS TREAT EVERY
FIREARM AS THOUGH IT
IS LOADED.**



**NEVER LET THE MUZZLE
COVER ANYTHING YOU'RE
NOT WILLING TO
DESTROY.**



**KEEP YOUR FINGER OFF
THE TRIGGER UNTIL YOUR
SIGHTS ARE ON THE
TARGET.**



**BE SURE OF YOUR TARGET
AND WHAT IS BEYOND IT.**





WE WANT YOUR FEED BACK FOR THE FAMILY HOUSING OFFICE

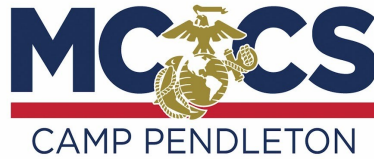
The Government Housing Office is very interested in what you think about the quality of the service we provide. Let us know when we have done well, as well as when we have not met your expectations. Without your feedback we cannot make positive change.



Please visit Marine Corps Base Camp Pendleton's Interactive customer evaluation web site and give us your comments.

OR SCAN QR CODE:





Transition Readiness Program

Mon-Fri

BLDG 13150—Marine & Family Programs HQ

7:00am-4:00pm

Transition Readiness Facilities

Mon-Fri

BLDG 1339 - Leatherneck Facilities

7:00am-4:00pm

(Near the Base Theatre)

Mon-Fri

BLDG 1101-Mainside Center

7:00am-4:00pm

NAVAL HOSPITAL CAMP PENDLETON



760-725-HELP (4357) (DSN) 365-4357

OFFICER OF THE DAY/ QUATERDECK

760-725-1288

Tricare Service Center

877-988-9378

Pharmacy Refills (Toll Free)

866-286-8249

Health Benefits Advisor / Debt Collection Assistance

760-725-1262

Customer Feedback

NHCPEN-FEEDBACK@MED.NAVY.MIL

NHCP Website

<https://www.med.navy.mil/NMRTC-Camp-Pendleton-CA/>

NHCP Facebook Page

<https://www.facebook.com/NavalHospitalCampPendleton/>

TO
LOS
ANGELES

**SAN ONOFRE CENTER
51 AREA**

- SAN ONOFRE MARINE MART
- SAN ONOFRE CDC
- SONIC
- FIRESTONE
- AUTO DETAILING
- 51 AREA FUEL STATION

- 62 AREA FITNESS CENTER
- CRISTIANITOS GATE
- SAN MATEO MARINE MART
- SUBWAY
- RAMONES
- 52 AREA FITNESS CENTER
- SAN MATEO POINT QTRS
- SAN ONOFRE GATE
- SAN ONOFRE QRTS
- SAN ONOFRE CDC
- SUBWAY
- B.C. SHOT BOX BLACK COFFEE
- SAN ONOFRE COTTAGES

PACIFIC OCEAN

**PACIFIC VIEWS MCX EXCHANGE
20 AREA**

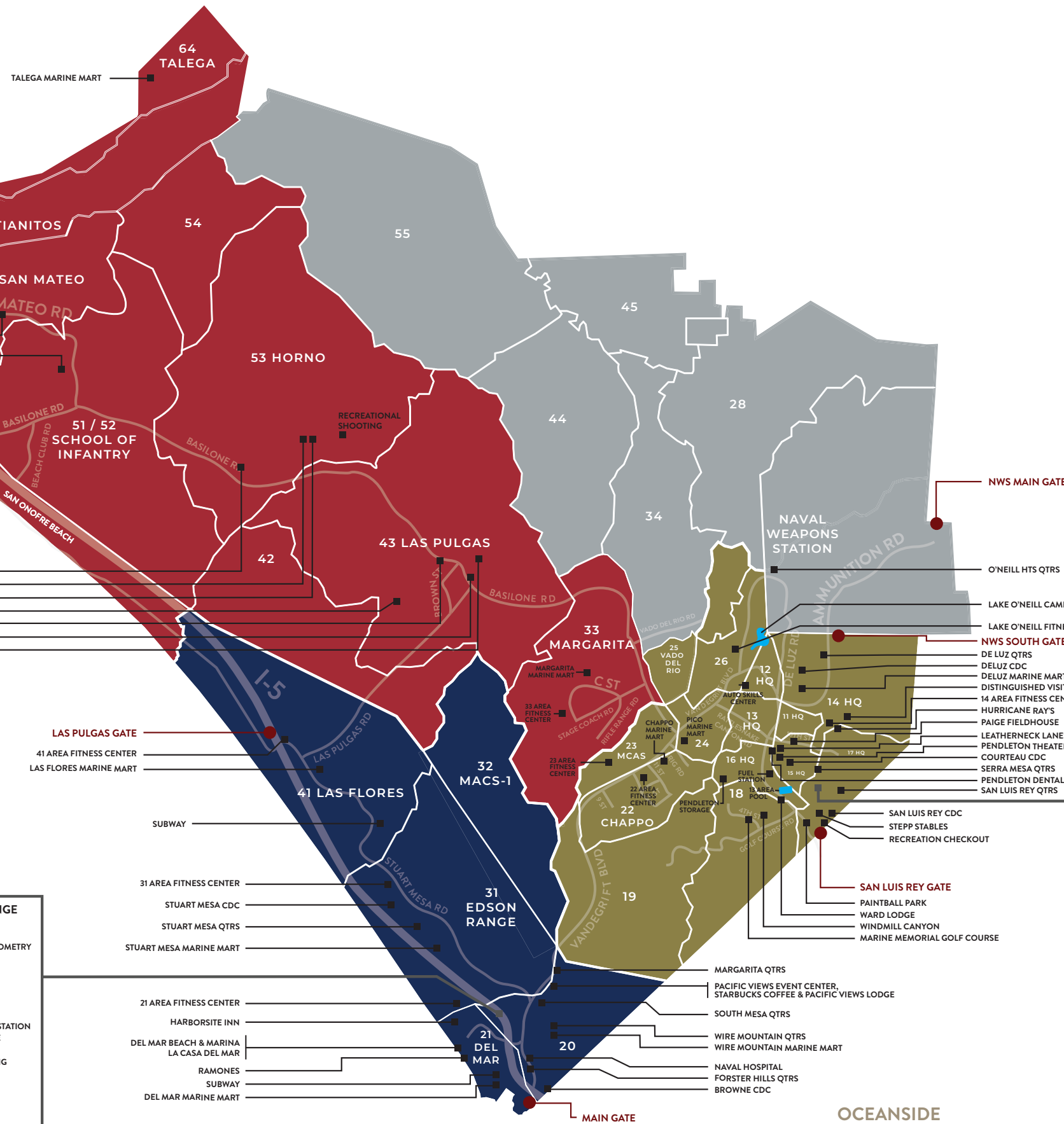
■ PACIFIC VIEWS MCX	■ DR. BLINK OPTOMETRY
■ DUNKIN' DONUTS	■ BARBERSHOP
■ YOGURT LAND	■ SPORTS CAVE
■ JERSEY MIKE'S	

PACIFIC PLAZA

■ BEV ETC	■ 20 AREA FUEL STATION
■ GAMESTOP	■ OIL EXCHANGE
■ ITT TICKETS & TRAVEL	■ CAR WASH
■ DOMINO'S PIZZA	■ AUTO DETAILING
■ PANERA BREAD	■ ONYX SALON
■ PANDA EXPRESS	
■ HIBACHI-SAN	
■ MCDONALDS	
■ CREDIT UNION	
■ FLORIST	

- 31 AREA FITNESS CENTER
- STUART MESA CDC
- STUART MESA QTRS
- STUART MESA MARINE MART
- 21 AREA FITNESS CENTER
- HARBORSITE INN
- DEL MAR BEACH & MARINA
- LA CASA DEL MAR
- RAMONES
- SUBWAY
- DEL MAR MARINE MART

TO
SAN DIEGO



GO TO GOOGLE MAP

