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

Marine Corps Base Camp Pendleton
Military Housing Office
Welcome

The Military Housing Office (MHO) welcomes you to MCB Camp Pendleton. The Military Housing Office mission is to provide safe, clean, comfortable and affordable quality family housing for all eligible members assigned to Marine Corps Base (MCB), Camp Pendleton. Our principle priority is to ensure that all military personnel and their family members are being provided the best customer service and safe adequate housing.

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

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

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

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

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

Installation Commanding General: BGen Daniel Conley, USMC

Installation Housing Director: Mr. Robert Marshall

PPV, as the property manager, is the initial primary contact for maintenance, repairs, concerns, rent/billing issues.
The PPV and MHO share office space for your convenience.
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The MHO provides various services to USMC service members and their families.

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

MHO Contact Information:
- Street Address: 98 San Jacinto Road Oceanside, CA 92058 (Located on Camp Pendleton)
- Phone: (760) 725-5995 or 1 (800) 843-2182
- Website: https://www.pendleton.marines.mil/Family/Family-Housing/
- Email: PNDLFAMILYHOUSING@USMC.MIL
Marine Corps Privatized Housing is one of many choices Service Members have to meet their housing needs.

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

PPV provides benefits that are not typically offered in community rentals:
- Rent cannot exceed BAH with dependents rate.
- No upfront costs including application fees.
- No credit history or salary requirements.

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

Lincolnmilitary.com  Deluzfamilyhousing.com

Camp Pendleton has two Public Private Venture Partners aboard Camp Pendleton. Each Partner owns, maintains and operates housing. Lincoln has 6,083 homes and Hunt (Deluz) has 712 homes.
The contact information for the Lincoln PPV partner can be found below.

**STREET ADDRESS**
200008 San Jacinto Rd
Oceanside, CA 92058

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

**WEBSITE**
Lincolnmilitary.com

**SOCIAL MEDIA**
livingatcampendlenton.com

**EMAIL**
LincolnMilitary@lpsi.com
Deluz PPV Contact Information

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

108 Marine Dr.
Oceanside, CA 92058

888-273-9024

www.Deluzfamilyhousing.com

facebook.com/DeLuzFamilyHousing/

deluzleasing@huntcompanies.com
# What to Expect: Move-In and Move-Out

<table>
<thead>
<tr>
<th>MOVE-IN</th>
<th>MOVE-OUT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The Resident:</strong></td>
<td><strong>The Resident:</strong></td>
</tr>
<tr>
<td>Tours the home for quality</td>
<td>Provides a notice to vacate to the Public Private Venture District Managers</td>
</tr>
<tr>
<td>Accepts home and terms of lease</td>
<td>Returns the home in good condition</td>
</tr>
<tr>
<td>Signs a lease</td>
<td></td>
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<table>
<thead>
<tr>
<th><strong>PRIVATE PARTNER provides:</strong></th>
<th><strong>PRIVATE PARTNER provides:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Lease signing and answers to questions</td>
<td>An inspection prior to move-out to assess the condition of your home</td>
</tr>
<tr>
<td>Keys</td>
<td>All maintenance services and Issue resolution</td>
</tr>
<tr>
<td>Walk-through tour of your home</td>
<td>A move-out inspection using the same move-in inspection checklist</td>
</tr>
<tr>
<td>Move-in inspection with checklist</td>
<td>A final determination of any damages or repairs and associated costs</td>
</tr>
<tr>
<td>A survey asking about your move-in experience</td>
<td>A move-out survey for you to provide feedback</td>
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</tbody>
</table>

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<tr>
<th><strong>MHO provides:</strong></th>
<th><strong>MHO provides:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Plain Language Brief and answers to housing policies/questions</td>
<td>Provides answers to questions and issue resolution process</td>
</tr>
<tr>
<td>MHO Representative at your move-in inspection</td>
<td>MHO Representative at move-out inspection</td>
</tr>
<tr>
<td>Follow-up to check-in with you (15 and 60 day)</td>
<td>PCS assistance and MHO contact for your next location</td>
</tr>
<tr>
<td>Support to resolve any unresolved concerns at move-in</td>
<td>Support on any issues</td>
</tr>
</tbody>
</table>
In 2020, laws were passed to assure PPV military residents’ basic rights. MHO will provide residents with a full Tenant Bill of Rights for review.

- A housing unit and a community that meets applicable health and environmental standards
- Working fixtures, appliances, and utilities
- A written lease with clearly defined rental terms
- A plain-language briefing by the installation housing office on all rights and responsibilities before signing a lease and 30 days after move-in
- Sufficient time and opportunity to prepare and be present for move-in and move-out inspections
In 2020, laws were passed to assure PPV military residents’ basic rights. MHO will provide residents with a full Tenant Bill of Rights for review.

- To report issues with habitability of the housing unit to the Landlord, the chain of command, and housing management office without fear of reprisal or retaliation
- Management services that meet or exceed industry standards
- Access to a Military Tenant Advocate or a military legal assistance attorney
- Consistently honest, accurate, straightforward, and responsive communications
In 2020, laws were passed to assure PPV military residents’ basic rights. MHO will provide residents with a full Tenant Bill of Rights for review.

- Access to an electronic work order system
- Reasonable advance notice of any entrance to the home
- Prompt and professional maintenance and repair
- Standardized documents, forms, and processes
Residents must accept and sign the PPV lease with DoD approved language. The lease includes tenant’s rights and responsibilities, and the resident handbook is considered part of the lease.

In addition to the lease itself, the PPV lease includes several addendums:

- **Community Guidelines and Policies**—Information provided to Residents on base regulations in all housing communities.
- **Pet Agreement**—Resident is responsible to control and care for their pets at all times.
- **Satellite Dish and Antenna Agreement**—Resident must contact their Housing office regarding restrictions and approval prior to install.
- **Construction and Relocation Rider**—There may be construction that will limit the resident’s access to certain amenities and may cause noise and inconveniences. Owner will provide assistance to Resident if needed.
- **Mold and Mildew Disclosure**—Prevention of water and mold related issues: Keeping home clean and dry, notify housing office immediately of all related concerns, and expectations of repairs.
- **Surrounding Land Use Disclosure**—Provides Resident with information on the history of Box Canyon landfill, groundwater maintenance and monitoring and the Stuart Mesa East agricultural fields on base.

*It is important to read through and understand what you are signing. If you have questions, contact the MHO.*
Residents must accept and sign the PPV lease with DoD approved language. The lease includes tenant’s rights and responsibilities, and the resident handbook is considered part of the lease.

- **Ordnance Disclosure**—Provides a list of all ranges on base. Some are located in the vicinity of certain Housing Areas.
- **Proposition 65 Warning**—Lists chemicals that Resident may be exposed to on the Premises.
- **Radon Disclosure**—Provides Resident with the Radon Warning Statement.
- **RECP Addendum**—Resident Energy Conservation Program is a program that encourages energy efficiency in privatized housing by incentivizing residents to reduce their utility usage.
- **Bed Bug Addendum**—Resident must notify Owner immediately and report any signs of infestation.
- **Flood Addendum**—Property is located in a “special flood hazard area or an area of potential flooding.” *Owner’s insurance does not cover the loss of Resident’s personal possessions.
- **Lead Based Paint Disclosure**—Information provided regarding homes that were built prior to 1978 that there may be a presence of lead based paint materials in some homes.
- **Equipment and Furniture Addendum**—Pertains to GOQ homes only.

It is important to read through and understand what you are signing. If you have questions, contact the MHO.
The NDAA temporarily suspends the RECP in 2020. Residents will continue to receive statements, but no payments are required. Residents will be notified when RECP returns.

- PPV partners are ensuring that all homes have accurate meters
- Basic Allowance for Housing (BAH)/Rent includes an amount for utilities
- “Normal” utilities usage is determined by house type
- Residents that use more will receive a bill for the amount over “normal”
- Residents that use less will receive a credit for the amount conserved
- EFMP families with special needs may be exempted with Commanding Officer approval
  - Wounded Warriors are exempt upon request
- See the provided RECP flyer included with this brief for more information

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

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

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

- Report in a timely manner any apparent environmental, safety, or health hazards of the housing unit to the landlord and any defective, broken, damaged, or malfunctioning building systems, fixtures, appliances, or other parts of the housing unit, the common areas, or related facilities.

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

- Conduct oneself as a tenant in a manner that will not disturb neighbors, and to assume responsibility for one’s actions and those of a family member or guest in the housing unit or common areas.

- Not engage in any inappropriate, unauthorized, or criminal activity in the housing unit or common areas.
Per your lease, as a tenant you have several responsibilities to fulfill.

- Allow the landlord reasonable access to the rental home in accordance with the terms of the tenant lease agreement to allow the landlord to make necessary repairs in a timely manner.

- Read all lease-related materials provided by the landlord and to comply with the terms of the lease agreement, lease addendums, and any associated rules and guidelines.

- Renters insurance is a responsibility of the resident, and is strongly encouraged to protect your belongings and prevent financial hardships.

- Residents are responsible for keeping their home clean and in good order.
Tenant Responsibilities

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

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

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

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

**Prevent Pests**

Promptly clean kitchen counters and dispose of food debris.
Keep food in airtight containers.
Clear outside doorways and windows of leaves and dirt.

**Prevent Mildew, Moisture, Mold**

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

**Prevent Damage to Appliances and Systems**

Check your filters.
Clean and monitor major appliances.
Check and change batteries for smoke/carbon monoxide (CO) detectors.
How to Report Lincoln Maintenance Issues

- Contact Lincoln PPV: Report maintenance issues right away
  - Maintenance emergencies
  - Trouble calls
  - Safety concerns
  - Resident compliance issues
- For an emergency maintenance, call: 888-578-4141
- For an urgent maintenance, call: 888-578-4141
- For routine maintenance, call: 888-578-4141
- Maintenance Number: 888-578-4141

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

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

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

<table>
<thead>
<tr>
<th>Type of Service Call</th>
<th>Examples</th>
<th>Response Time *Depending on Parts</th>
</tr>
</thead>
</table>
| Emergency            | Gas leaks, fire, power outage, sewage back-up, flood, no toilet available for use | • 30-minute initial response  
• 1 day to complete emergency work  
• Available 24/7/365 |
| Urgent               | Broken window, garage door inoperable, kitchen sink back-up, light-fixtures not working, Refrigerator inoperable | • 4-hour initial response  
• 1 business day to complete work |
| Routine              | Single burner inoperable, repair screens, light bulb replacement | • 1 working day initial response  
• 1 business day to complete work |
Tracking Maintenance/Work Orders

- Lincoln PPV
    - Apple:
    - Google Play:

- Deluz (Hunt) PPV
  - Web Portal: [https://deluzfamilyhousing.com](https://deluzfamilyhousing.com)
    - Apple:
    - Google Play:
Issue Resolution Process

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

**Step 1**
Contact your PPV District Office and allow them to address your concerns which initiates the 3-step resolution process.

**Step 2**
If you are not satisfied, report your concerns to PPV Regional Manager.

**Step 3**
If the issue is still unresolved, report your concerns to the MHO Advocate and MHO Director.

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

**STEP 1** IDENTIFY ISSUE
LINCOLN
24 HR
(888) 578-4141
LINCOLNSERVICETRACK.COM

**STEP 2** INCOMPLETE OR NOT SATISFIED, CONTACT MANAGEMENT
LINCOLN
MON-FRI 0800-1700
(760) 400 - 8179

HUNT
MON-FRI 0800-1800
(760) 385 - 4835

**STEP 3** ISSUE UNRESOLVED
GOVERNMENT FAMILY HOUSING
MON-FRI 0730-1700
(760) 725-1656
PNDLFAMILYHOUSING@USMC.MIL

**FAMILY HOUSING DISTRICT OFFICES**

<table>
<thead>
<tr>
<th>DISTRICT OFFICE</th>
<th>PARTNER</th>
<th>ADDRESS</th>
<th>PHONE</th>
<th>HOURS</th>
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</thead>
<tbody>
<tr>
<td>DEL MAR</td>
<td>LINCOLN</td>
<td>139 SANTA ROSA DR</td>
<td>(760) 430-0040</td>
<td>08:30-17:30 MON-FRI, 09:00-17:00 SAT</td>
</tr>
<tr>
<td>MESA</td>
<td>LINCOLN</td>
<td>1538 CHRISMAN RD</td>
<td>(760) 385-5318</td>
<td>08:30-17:30 MON-FRI, 09:00-17:00 SAT</td>
</tr>
<tr>
<td>STUART MESA</td>
<td>LINCOLN</td>
<td>3105 MITCHELL BLVD</td>
<td>(760) 430-0694</td>
<td>08:30-17:30 MON-FRI, 09:00-17:00 SAT</td>
</tr>
<tr>
<td>SAN ONOFRE</td>
<td>LINCOLN</td>
<td>202 CHAISSON RD</td>
<td>(949) 940-9178</td>
<td>08:30-17:30 MON-FRI, 09:00-17:00 SAT</td>
</tr>
<tr>
<td>EDSON</td>
<td>LINCOLN</td>
<td>310 ELLIS BLVD</td>
<td>(760) 237-6017</td>
<td>08:30-17:30 MON-FRI, 09:00-17:00 SAT</td>
</tr>
<tr>
<td>MOUNTAIN</td>
<td>LINCOLN</td>
<td>1201 BEGONIA ST</td>
<td>(760) 430-8476</td>
<td>08:30-17:30 MON-FRI, 09:00-17:00 SAT</td>
</tr>
<tr>
<td>DEL VALLE</td>
<td>LINCOLN</td>
<td>200 ASH STREET</td>
<td>(760) 410-6184</td>
<td>08:30-17:30 MON-FRI, 09:00-17:00 SAT</td>
</tr>
<tr>
<td>DELUZ</td>
<td>HUNT</td>
<td>108 MARINE DR</td>
<td>(760) 385-4835</td>
<td>08:00-18:00 MON-FRI</td>
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</table>
Dispute Resolution Process

- Dispute Resolution Process – formal dispute resolution process is still being negotiated among the Services and their respective PPV Partners.
Connect with Marine Corps Housing

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

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

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

MHO Contact Information

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

Lincoln PPV Contact Information

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

Hunt (Deluz) PPV Contact Information

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