

Department of Defense Resident Rights Statement Review

The purpose of this survey is to solicit feedback to inform revisions to the draft Resident Bill of Rights document for housing privatized under the Military Housing Privatization Initiative (i.e., privatized housing). Your participation in this survey is voluntary.

The public reporting burden for this collection of information, 0704-0553, is estimated to average 6 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

DRAFT

Military Housing Privatization Initiative Resident Bill of Rights

The Bill of Rights identifies basic housing rights of military service members and their families (Residents) residing in privatized housing.

The Department of Defense through each of its military departments, commits to ensuring that privatized military housing residents are aware of their basic rights as Residents and that they receive quality housing and fair treatment from the MHPI partners (Landlords) that own, operate, and maintain privatized housing. The Department of Defense, each of its military departments, and the Landlords that own, operate, and maintain privatized housing commit to protecting these rights and ensuring they are included in resident leases and other documents.

Is any member of your household Active Duty U.S. military?

- Yes
- No

DRAFT

What is the rank of the Active Duty military member of your household? (Most Senior if dual military.)

- E1 - E4
- E5 - E6
- E7 - E9
- W1 - W3
- W4 - W5
- O1 - O3
- O4 - O5
- O6
- O7 - O10

What is the Branch of the Active Duty military member of your household? (Most Senior if dual military.)

- Air Force
- Army
- Coast Guard
- Marines
- Navy

Resident Rights

- 1. Safe and Habitable Homes and Communities.** Residents have the right to reside in homes and communities that are safe; meet health and environmental standards; have working fixtures, appliances, and utilities; have well-maintained common areas and amenity spaces; and to request property inspections by the military housing office to assess health and safety concerns.
- 2. Chain of Command Support.** Residents have the right to proactive housing support from their unit and installation chain of command.
- 3. Resident Advocate.** Residents have the right to a proactive housing advocate, as designated by the installation chain of command, to provide advice, education, and support on their behalf with Landlords.
- 4. Legal Assistance.** Residents have the right to consult with military legal assistance for advice and information on their protections under local, state, and federal housing laws.
- 5. Professional Property Management Services.** Residents have the right to property management services performed by professionally trained, responsive, and courteous customer service and maintenance staff.
- 6. Responsive Communications.** Residents have the right to convenient methods to communicate directly with the landlord, maintenance staff, and military housing staff and to receive honest, straightforward, and responsive communications at all times.
- 7. Prompt Repairs.** Residents have the right to prompt and professional repairs, coordinating repair dates, information on the estimated time for completing repairs, and a means of tracking and monitoring repair progress.
- 8. No-Cost Emergency Relocation.** When repairs are necessary to address an immediate life, health and safety issues, Residents have the right to be promptly relocated into suitable lodging or other housing at no cost to them until the repairs are completed.
- 9. Disputed Resolution.** Residents have the right to have housing issues heard and resolved by a neutral third party. Resolution in favor of the Resident may include a reduction in rent or an amount to be reimbursed or credited to the Resident.
- 10. Withholding of Rent from Use.** Residents have the right, with approval of a designated Commander, to have rent payments segregated, and not used by the property owner or property manager pending the outcome of dispute resolution pursuant to paragraph 9. A decision by the neutral third party may result in a refund to the resident or payment to the property owner or property manager.
- 11. Move-in and Move-out Procedures.** Residents have the right to be fully informed by the Landlord on the terms of their leases and all rights and responsibilities associated with residency prior to signing a lease, and a 30-day follow-up to review these responsibilities. Residents shall be afforded the opportunity and sufficient time to prepare and be present for both move-in and move-out inspections and submit necessary paperwork.
- 12. Privacy.** Residents have the right to reasonable advance notice of any entrance into their home by a Landlord, except in emergency cases or when permission to enter has previously be granted by the Resident.
- 13. Rent and Fees.** Residents have the right to reasonable rental charges and fees, clearly defined in their leases, and to written notice prior to any rent or fee changes other than one cause by BAH adjustment. Non-refundable fees will not be assessed by the Landlord.
- 14. No Reprisal.** Residents have the right to raise issues, make complaints, or otherwise engage with the Landlord, the military housing office, the military housing advocate, the chains of command, the legal assistance office, private attorneys, Inspector Generals, or their elected representatives regarding housing issues without any reprisal.
- 15. Report Availability.** Residents have the right to receive a copy of any report within 72 hours of completion of the report regarding the habitability of their home based on a Landlord or third party inspection or survey.

I understand this right

 Yes
 No

How important is this right?

- Very Important
- Important
- Neither Important nor Unimportant
- Somewhat Unimportant
- Unimportant

I suggest the following changes to this right (please do not include personally identifiable information(PII):

DRAFT

I would like the following to be considered as ADDITIONS to this list of rights (please do not include personally identifiable information (PII):