

Introduction to Privatization Housing Brief

What you need to know



Agenda

- Introduction
- Privatization Overview
- Property Management Services
- Deployment Information
- Lease Overview
- Frequently Asked Questions



Introduction



Chris Anderson, CAM

- Director of Property Management (DPM)
- The DPM is responsible for planning, controlling, and directing the day to day operation of the property, and for maintaining effective and positive client and resident relations.
- Native of New Hampshire, graduate of The University of Maine.
- Veteran of 11 years service as a Surface Warfare Officer.
- 7 years in property management. Portfolios include Luxury, Market Rate, LIHTC, Condominiums (and conversions) and Military (PPV).
- Most recently the Director of Operations and Assistant Director of Property Management for Atlantic Marine Corps Communities.



Privatization and Overview



Our Communities are all about Partnerships!



Forts Wainwright & Greely Family Housing Privatization

Privatization of Army homes will be transferred to Actus Lend Lease in early 2009. At that time, North Haven Communities will begin to manage, operate, and maintain 1,976 homes at Forts Wainwright and Greely.

Financial Closing is estimated to occur in early 2009, which will initiate the fifty year ground lease of the project and the start of the development scope.



Benefits of Privatization

- Improved Quality of Life for Families
- New and Renovated Communities
- Accelerated Development
- Private Sector Standards
- Community Based Management
- Continual Reinvestment



Property Management



North Haven Communities

It is the mission of the Property Management staff to ensure every resident in our communities has an enjoyable and positive experience. Our team is dedicated to serving our soldiers and their families.

Property Management responsibilities include:

- Resident Move In and Move Out
- Collection of rent and other receipts
- Enforcing resident requirements
- Ensuring a safe and healthy environment for all residents
- Responsiveness to resident issues
- Community Services Program



North Haven Communities

It is the mission of the Maintenance Management staff in coordination with property management to provide a comprehensive maintenance program that ensures safe, functional homes for all residents

Maintenance Management responsibilities include:

- Prompt and competent maintenance service
- Preventative maintenance work
- Pest control
- Refuse collection and recycling
- Grounds and landscape maintenance
- Playground / Amenities maintenance



North Haven Communities Service Call Standards

Category	Days of the Week	Times
Emergency	Mon-Sun	24 Hours/Day
Urgent	Mon – Fri	0700-1730
Routine	Mon – Fri	0700-1730

Maintenance Type	Response Times	Completion Goals
Emergency	Respond with a phone call within ½ hour	Work until emergency is contained
Urgent	Respond within 4 hours	Work until critical issue is contained
Routine	Respond within 1 work day	Complete within 72 hours

What you need to know



Important documents to complete in order to retain or move in to on post housing

- North Haven Communities Lease Agreement or
- Power of Attorney with Specific RCI Language

Whether you are a current resident or desire to move in to on post housing the above to documents must be completed prior to privatization or prior to moving in to an on post home after privatization.



Current Residents



North Haven Communities Lease Agreement and Rent Collection

- Lease Agreement must be signed prior to Privatization by all current on post residents
- Lease agreement is fixed for 12 months
- Rent is equal to senior service member's BAH with dependent rate
- Rent is collected via allotment (BAH); Allotment is initiated by the Property Management Office
- Prorated rent for the portion of the month housing assignment is made is due at move in (Collected via allotment if move in occurs prior to DFAS month end cut off or payable with a money order or cashiers check)
- Rent is paid in arrears
- Resident shall notify housing within 14 days of any changes to his/her family status, military status or pay grade
- MAC will initiate any and all changes to a service members BAH. There may be up to a 60-day delay for the change to go in to effect.

Moving Out?

After privatization the following is needed:

- Notification to vacate must be provided to the community management office in writing within 30 days or as soon as possible.
- Upon written knowledge of move-out notice, an optional pre-inspection is scheduled
- Service members must provide the following documents:
 - Copy of orders
 - Flight itinerary if applicable
 - Household good pick-up date
 - Special RCI Power of Attorney
- If needed, loaner furniture will be arranged for by the community staff
- Residents are expected to pay for any additional charges at time of move out



Stay Alaska!

Things to consider if you are un-decided about
what to do during the deployment!



Stay Alaska!

- Keep your Alaska Home – Designate a trusted friend to watch your home while you go home and visit your family.
 - Name of your Friend and Contact numbers provided to your Community Center
 - Your emergency Information must be provided to Community Center

Have relatives or friends stay here with you.

- You can have up to 2 registered guests to stay with you.
- Guests are authorized to stay for the length of the deployment
- You are responsible for the conduct of your guests.

Important: Your spouse or other designated person must have an RCI Power of Attorney to terminate or sign for on post housing.



We will
NOT permit
SUB LEASING
of the homes
as specified in
the lease!

The Lease



Rent Includes

Includes

- Electricity
- Water
- Sewer
- Gas
- Heat
- Lawn Maintenance (outside your fence)
- Trash Removal
- Renter's Insurance (up to \$20,000 per household)

Does Not Include

- Cable Television
 - Internet / Telephone Service
 - Satellite TV
- 

Lease Components

- Term of lease
- Rental payment will be made by MAC allotment
- No security deposit (if paying by allotment)
- Resident's rights & obligations
- Identifies who will live in home
- Insurance provided



Army Alaska Family Housing, LLC

CDMP: Army Residential Communities Initiative

Submitted: 11 July 2008

This RESIDENT OCCUPANCY AGREEMENT (Agreement),
is made this _____ day of _____ of 20____,
Between Army Alaska Family Housing LLC, a Delaware limited liability company (Landlord) dba
North Haven Communities And _____

Tenant SSN

1. TERM OF OCCUPANCY:

The Landlord grants occupancy to the Tenant and only those persons authorized by this Agreement for a term of twelve months the premises known as _____ (Premises), for use as a dwelling only, together with the property noted on the Move In/Out Checklist received by the Tenant at move in. The term of this Agreement shall commence on the later of (i) the execution of this Agreement by both the Landlord and the Tenant, (ii) _____ or (iii) the Landlord taking ownership of the Premises, and continue for a period of twelve (12) complete calendar months and then, after such twelve-month period, continue on a month-to-month basis until terminated by either the Tenant giving 30 days prior to rental due date written notice to the Landlord or the Landlord giving 30 days prior to rental due date written notice to the Tenant.

2. RENT:

The monthly rental rate shall equal the Basic Allowance for Housing, "with dependents" rate (BAH), for the senior service member resident at the Premises. Tenant certifies to Landlord that he or she is the senior service member resident at the Premises and Tenant agrees that, if any other resident of the Premises becomes the senior service member resident at the Premises, he or she will cause such senior service member to sign this Agreement (or its equivalent in use at such time) and become the "Tenant" under this Agreement. Rent will be increased/decreased when increases/reductions occur to the BAH of the Tenant, and the Tenant shall notify the Landlord of any increases or decreases in the BAH of the Tenant other than general increases or decreases effecting all members of the applicable service branch. Payment will be made through an allotment/deduction from the Tenant's pay account to the Landlord. Payment is due on the first day of the month for the previous month's rent (payment in arrears).

For Tenants who are Army, Navy or Air Force service members, by signing this Agreement, authorization is given by the Tenant to the Landlord to initiate, maintain and stop an allotment equal to the BAH payable to the Landlord. Tenants who are Marine and Coast Guard service members will be required to sign a copy of DD Form 2558 Authorization to Start, Stop or Change an allotment in order to have their allotments started, and will be required to sign a new copy of DD Form 2558 to change their allotment each time adjustments are made to the Tenant's BAH by the applicable service branch due to a change in rank, number of dependents, periodic increases or other reasons. In either case, such allotment shall be made effective the first full month after the effectiveness of this Agreement (or the first month if this Agreement becomes effective on the first day of a month). If this Agreement becomes effective on any day other than the first day of a month, payment for the pro-rated portion of the first month that this Agreement is effective shall be made by check, money order or credit card by the Tenant on the first day this Agreement becomes effective.

3. INSPECTION AT COMMENCEMENT OF OCCUPANCY:

Except with respect to Premises occupied by the Tenant prior to effectiveness of this Agreement, the Tenant and the Landlord agree that prior to beginning occupancy of the Premises, they will conduct a joint examination of the Premises. The Tenant hereby agrees that, except as set forth in the Move In/Out Checklist completed in connection with such inspection, the Premises was rented to the Tenant in good order and, repair, and that the Premises was in a safe, clean and habitable condition. The Tenant



Top Frequently Asked Questions

- Will I have to pay for utilities?
 - The Energy Policy Act of 1992 and Executive Order 12902 require all federal facilities to reduce their energy consumption 30% per square foot. As part of the development period all homes on Forts Wainwright and Greely will be individually metered for electricity. After the completion of the meter installation, a base line per home will be developed. This base line becomes the resident's utility allowance that will be included in the monthly rental rate. If a resident conserves energy and the monthly electric consumption falls below the allowance, a credit will be given to the resident. If the utility consumption is above the allowance, the resident will be required to pay the difference. All residents will be provided additional information and education when the installation of meters begins.
- What are the pet policies?
 - Pets will be allowed. Our pet policies will reflect the policies of the Department of the Army and the local garrison and are outlined in your lease and resident guidelines. We will honor any approvals granted by the Garrison.
- When will I have to sign the lease?
 - Prior to the conveyance of Homes. Either tonight, appointments at our office or in the future. Neighborhood meetings are being planned where we can meet in smaller groups. These smaller sessions will allow each resident to ask questions and become fully informed about our project plans and resident policies. Resident Occupancy Agreements and other required forms will be available at the end of each session.



More Questions



Frequently Asked Questions

- Will my rental amount change?
 - Your rental amount will change whenever your BAH entitlement changes, such as at the beginning of the calendar year, or in response to a change in rank. While your allotment should automatically change to reflect changes in BAH, it is your responsibility to ensure rent owed to the North Haven Communities is accurate and current.
- What if I don't want to sign the lease?
 - In order to live in privatized housing, you will be required to sign a Resident Occupancy Agreement. If you choose not to sign the agreement, you will be required to move off post at your own expense, no later than the conveyance date.
- If the conveyance date is scheduled for Early 2009, and I PCS a few months later, do I have to start an allotment?
 - An allotment will be required if the term of occupancy is equal to or greater than one month.
- My home is in one of the areas scheduled for renovation. How will the relocation process work?
 - This policy has not yet been developed, but you will not be responsible for expenses associated with a move required for development or renovation purposes.
- How many times will I have to move?
 - Our goal is that residents who are required to relocate will not have to relocate again during their tour assignment. Residents will be notified at least 45 days before the renovation will begin. If PCS orders are received, it is important to notify the community offices immediately so that relocation plans can best accommodate your family's situation.



Frequently Asked Questions

- What are the rules for moving to another home with in the privatized area?
 - North Haven Communities currently plans to mirror the existing Army policy regarding moves within the Fort Wainwright and Fort Greely housing areas. The policy states that such moves are not allowed unless the Soldier has had an entitlement change, such as an increase in family size, maturation of children or promotion to a higher pay grade category. Any move that does not fit in these circumstances would be at the expense of the Soldier.
- Who will we call for service requests, complaints, and questions?
 - North Haven Communities will provide property management and maintenance services from our temporary facilities until the permanent welcome center is completed. The permanent location for the property management and maintenance offices is currently planned for the Northern Lights Housing area. Temporary facilities will be located in Bear Paw until the permanent community center is constructed. Maintenance service requests will be taken at the Welcome Center. In addition, Soldiers and other family housing related issues 24 hours, 7 days/week via website or telephone.
- How do I contact North Haven Communities?
 - You can contact us at 907-356-3414
- Who will provide emergency services in the privatized housing areas?
 - Services such as security, fire and emergency response will continue to be provided by existing service providers.



Frequently Asked Questions

- What yard care will be the resident responsibility?
 - North Haven Communities will maintain the front and side portions of your yard and backyards where there is no fence. However, we still need everyone's cooperation in order to maintain attractive neighborhoods. Your specific area of responsibility will be identified for you—generally, you will be responsible for any backyard with an existing or owner-installed fence.
- If I move in or out in the middle of a month do I receive back any unused rent for that month?
 - Yes. If you move in mid-month, a partial month's rent will be collected. The next full month's rent will be paid through a deduction or allotment. If you move out mid-month, you will receive any remaining BAH owed to you after the termination of the Resident Occupancy Agreement. Any refund of rent due to you, less any amount owed by you for damages or other charges under the Resident Occupancy Agreement or the Resident Guide, will be paid within 30 days after receipt of your final payment of rent.
- We are a dual military family (both spouses are active duty military) how will our BAH be used to pay our rent?
 - In a dual military family, rent will be paid in the amount equivalent to the senior ranking service member's BAH at the "with dependent" rate. If a dual military couple has no dependents, the BAH rates received could be different, but the rent will always be equivalent to the senior ranking Soldier's "with dependent" BAH rate.
- If I am deployed, can my spouse sign the Lease for privatized housing?
 - A spouse can sign a Resident Occupancy Agreement only if the Soldier has completed a Power of Attorney that specifically states you are legally authorized to lease housing or perform other real estate transactions. Check with the Fort Wainwright or Fort Greely legal office to determine if a General Power of Attorney or Special Power of Attorney is required.



Frequently Asked Questions

- What are the new or improved services that privatized housing provides to us?
 - As part of the privatization program the scope of service increases dramatically including lawn service, expedited response to service requests, dedicated property management and maintenance personnel, more neighborhood-based programs, and maintenance-free living. These services are in addition to dramatically improved residences through a combination of new construction and renovation projects.
- When will I be able to review or receive the Resident Guide that specifies the policies for living in North Haven Communities?
 - Final copies of these documents will be completed, printed and be made available prior to conveyance, if not sooner. Policies will be similar to existing Fort Wainwright and Fort Greely Policies.
- Who is allowed to live in my home?
 - Your spouse, children and other approved family members will be allowed to live in your home. Residents may not have other person(s) reside in their home in excess of 30 consecutive days without management approval.
- What is my rent used for?
 - The rent service members pay each month is used for management of the project, management of the property, maintenance service, grounds maintenance, capital repair and improvements, insurance, utilities, fire and police services, debt service and construction of new homes.
- Does the Project provide renter's insurance?
 - All residents are provided limited renters insurance which is included in your rent. It include the following:
 - Personal Property Coverage \$20,000
 - Personal Liability Coverage \$100,000

Frequently Asked Questions

- Who pays for intentional damage and repairs?
 - Service members are responsible for the actions of their family members and guests. Should a family member or guest intentionally damage, destroy or vandalize any Project property, the Service Member will be held responsible and accountable .
- Can my Command still inspect my home?
 - As a member of the armed forces, you are still subject to the UCMJ and the orders of your command. We will work with all commands to ensure that all homes are kept safe, clean and habitable.
- Can we choose where we live?
 - When ever possible, residents will have the option of choosing from available homes as long as the resident qualifies by pay grade and family size for those homes.
- At move out, will we be charged for damage?
 - Residents will not be charged for normal wear and tear on a home. Residents are responsible for pet damage and any other damage that exceeds normal wear and tear.
- Is BAH taxed?
 - No. Basic Allowance for Housing is a non-taxable entitlement.
- What are my responsibilities as a resident?
 - All residents are responsible for abiding by the Resident Guide and the Lease Agreement. A copy of the Lease Agreement and Resident Guide will be provided to you upon move in or at Lease signing.



More Frequently Asked Questions...

- What happens if I decide to retire, build or buy a home? May I terminate my lease?
 - Because each situation is different, you will have to work with the management of North Haven Communities to resolve changes to Resident Occupancy Agreement terms.
- Will Self Help still be available?
 - A part of Privatization is to provide better service to Soldiers and their Families. We understand the importance of time and will offer full maintenance services. For those who might want to do a small task themselves, limited self help items will be available. Residents will be provided a listing of Self Help items available at time of move in.
- What happens if a family member is barred from post?
 - If the service member is barred from post, their lease becomes null and void. If a family member is barred, the Project Company will work with the garrison to determine what actions are in the best interest of the family and good order and discipline.
- Will loaner furniture still be available to me?
 - Yes. Loaner furniture will be available to residents living on post at the time of move in or move out. Loaner furniture will not be available for families living off post.



Frequently Asked Questions

- When clearing housing, what will the inspection be like?
 - Once you have given your notice, you will have the option of scheduling a Pre-Move Out inspection so that a community staff member can go over any expectations with you. North Haven Communities will require a “broom swept” condition at move out. Broom swept is designed to ease the move out (clearing) process. Broom swept condition implies that a home is left clean through out including the kitchen, bathrooms and garage. When a home is cleaned regularly, it should only require a wipe down and sweep/vacuum at move out to deliver a broom swept condition.
- When will I have to start paying rent, and how will I do it?
 - a. The projected date for the Army to convey the property to North Haven Communities and start collecting rent payments will take place around the beginning of 2009. Prior to that date, you will need to sign at least one of two documents:
 - i. An initial twelve-month Resident Occupancy Agreement with a continuing month-to-month extension (including a PCS clause). This document will become effective and start the lease relationship with North Haven Communities.
 - ii. A Power of Attorney with specific RCI language. This will allow us to start your BAH and allotment at project start up.
- *Note: A power of attorney will be required for Soldiers who are or will be deployed. This will allow the spouse to sign the Resident Occupancy Agreement and authorize the BAH payment to North Haven Communities for rent under the Resident Occupancy Agreement. The power of attorney should be signed before the Soldier's deployment or completed by deployed Soldiers before the completion of the initial twelve-month Resident Occupancy Agreement is required. Check with the Fort Wainwright legal office to determine if a General Power of Attorney or Special Power of Attorney is required.*

Contact Information

- Office Location- Ft Wainwright
 - 1047 Nysteen Street
 - Unit #2
- Office Location – Ft Greely
 - Bld 702
 - Rm 17
- Phone Number
 - (907)356-3414

