



Frequently asked questions about

FORTS WAINWRIGHT AND GREELY

Housing Privatization

Why has the Army privatized its housing?

The Army recognized that it has a rapidly deteriorating housing inventory that was chronically under funded as it competed for resources in the wake of an increasing deficit. In 1996, 70% of the Army's housing needed replacement or major renovation. The Army determined it would take \$7B to correct conditions. Since traditional Military Construction (MILCON) funds were not available to meet this goal in a timely manner, Army officials determined that the best solution was to use privatization to accelerate the process.

The Army's goal with privatization is to provide safe, quality, affordable, well-maintained housing for Soldiers and their families. In 1996, the Military Housing Privatization Initiative (MHPI) was passed and codified in 10 U.S. Code 2871. The law allows the military to enter into partnerships with private developers in order to leverage government owned assets and secure private capital in an effort to improve and construct military housing. Forts Wainwright and Greely will privatize on February 7, 2009, with construction and renovations anticipated to begin in April 2009.

What will my rent payment be and how will it be collected?

The Project will charge rent that is equivalent to the service members Basic Allowance for Housing (BAH) with dependent rate. Dual service members pay rent equivalent to the senior service members BAH with dependent rate. Rent is collected via an allotment by a third party vendor, Military Assistance Company (MAC). When a service member signs a lease with the Project, MAC is notified of the transaction and subsequently submits a BAH transaction start request to the Defense Finance and Accounting Department (DFAS). Rent is paid in arrears on a monthly basis.

What is my rent used for?

The rent the 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, retirement of the debt and construction of new homes.

Why am I paying for the construction of a new home I will never live in?

The Residential Communities Initiative (RCI) was implemented as a solution to fix all Army Family Housing over the next ten (10) years, improving the quality of life for Soldiers and their families. Chances are, if you stay in the Army during this time you will live in new Army home.

Who will be assigned new homes?

It is the Project's goal to move residents into new or newly renovated homes if they must be moved because their current home is being demolished or renovated. The Project cannot guarantee this for every resident; however, steps will be taken to ensure residents who must move are taken care of.

If I am asked to move because my current home is slated for demolition or renovation, who will pay for my move and how much notice will be given?

If a current resident must move due to demolition or renovation of their current home, the Project will offer a relocation allowance for the move if the resident chooses to accept another home within the Project. If the resident chooses to move off post, the relocation allowance will not apply. Residents who are required to move will receive a minimum 60-day written notice.

Who do I contact for housing issues?

All housing issues should be brought to the attention of your community center staff. Each community will have a dedicated professional property management team that will be available to assist you with your needs. If an issue can not be addressed by the community center staff then the next level of contact is the Director of Property Management, located at Fort Wainwright.

What are my responsibilities as a resident?

All project 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.

Does the Project Provide Renters Insurance?

The Project will provide limited renters insurance which is included in your lease agreement. It includes the following:

Personal Property Coverage	\$20,000
Personal Liability Coverage	\$100,000

The insurance provided does not cover flood damage. We encourage our residents to seek professional advice from a certified insurance company regarding any additional insurance you may need.

Will Self Help still be available?

A part of Privatization is to provide better services 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.

Will I have to pay for my utilities?

Housing consumes about 30 percent of the total energy used on military installations. The Energy Policy Act of 1992 and subsequent Executive Order 12902 require all federal facilities to reduce their energy consumptions 30 percent per square foot. This goal requires a concerted conservation effort by both residents and the Project. As part of the development period, all homes on Forts Wainwright and Greely will be individually metered for electricity. After completion of the installation of the meters, 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 consumptions 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. The Project will provide additional information and education when it begins installation of the meters.

Will loaner furniture still be available to me?

Yes loaner furniture will still be available for families who live in one of the communities at Forts Wainwright and Greely at time of move-in and move-out. Loaner furniture will not be available for families living off post.

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 damages?

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.

If a service member is promoted during the lease term, is any action required?

No. MAC (Military Assistance Company) will adjust your allotment. But, you are encouraged to notify your community staff of any change in family or military status.

Why does an E-6 pay more BAH than an E-5 for the same house?

The partnership's goal is to provide comfortable homes, community atmosphere and superior service on post at an affordable price for all service members. By maintaining rent at everyone's BAH, we can achieve that goal.

Is BAH taxed?

No. Basic Allowance for Housing is a non-taxable entitlement.

Will my BAH increase to cover utility costs I may have to pay.

No. Your BAH will cover your baseline utility usage. You would only have to pay for utilities if you are habitually consuming more than your base line average amount.

When we clear housing, what will the inspection be like? How extensive?

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 throughout including the kitchen, bathroom(s) 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.

What is North Haven Communities?

North Haven Communities is the partnership between the Department of the Army and Actus Lend Lease responsible for maintaining, improving and replacing Fort Wainwright and Fort Greely housing for the next 50 years. North Haven Communities will be a new Limited Liability Company, formed specifically to implement housing privatization on those installations. This company will own the military family housing but not the federal land.

When will I have to start paying rent, and how will I do it?

The projected date for the Army to convey the property to North Haven Communities and start collecting rent payments will take place around early 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 to allow us to start your BAH and allotment.

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 six-month Resident Occupancy Agreement is required. 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.

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.

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 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 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 North Haven Communities is accurate and current.

Will you allow pets and will I have to pay any security deposits?

Yes, pets are allowed, but the pet policy has not yet been fully developed.

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.

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.

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 locations for the property management and maintenance offices are 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 can 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.

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.

What will change of occupancy standards be?

Change of occupancy standards will require a broom-swept condition by the departing resident, which means that all possessions and debris are removed from the house,

floors are swept, and all surfaces and fixtures are wiped down to become reasonably free of excessive burnt-on grease or other substances. North Haven Communities will perform a more thorough cleaning for the next resident in conjunction with change of occupancy maintenance.

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 and Fort Greely legal office to determine if a General Power of Attorney or Special Power of Attorney is required.

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.