

My name is _____, I will be helping you with the referral and resident briefing but first I would like to introduce our TEAM and our Responsibilities:

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Military Housing Office

The Military Housing Office (MHO) is the office of primary responsibility for installation housing programs and an advocate on behalf of all military members and families for safe, affordable, and quality housing. We provide local oversight of the privatized housing companies operations on behalf of the Installation Commander and assist in the mediation of complaints by members associated with privatized or community housing. We are the first point of contact for all complaint resolution issues if the project owner is not responsive. In our oversight role we have inspected the home prior to your lease and will attend the pre-lease walk through with you. We also conduct quality assurance inspections on the privatized owner's activities to include maintenance and leasing operations. If you have questions please feel free to contact us. We are located at 8550 Edwards Street Laughlin AFB, TX 78843.

Resident Advocate responsibilities/services and contact information

Every Air Force Base with privatized housing has a Tenant Advocate. The resident advocate assists military members and their families residing in privatized housing in developing solutions to unresolved problems, concerns and needs. They will provide consultation on landlord/tenant rights as contained in laws, privatization agreements, DoD and AF regulations when requested and take a proactive approach to ensure the concerns of military members and their families regarding privatized housing are addressed and elevated to the appropriate levels within the chain of command.

Resident Advocate Contact Information:

Javier Cardenas

Location: Bldg. 344 RM 108 Liberty Drive Laughlin AFB, TX 78843

Phone number: 830-298-8002 DSN: 732-8002

Email: javier.cardenas@us.af.mil <<mailto:javier.cardenas@us.af.mil>>

Legal Assistance Office role and contact information

The Legal Assistance Office is also available to provide assistance and counsel with regards landlord/tenant rights as contained in laws and privatization agreements and assist in resolving disputes with the landlord short of actual litigation. If the issue goes to litigation, you would need to retain outside counsel. Legal Office Contact Information:

Location: 561 Liberty Drive suite 2 Laughlin AFB, TX 78843

Phone number: 830-298-5172

Email: 47FTWJA.TASKER@us.af.mil <mailto:47FTWJA.TASKER@us.af.mil>

Air Force Housing Call Center role and contact information

In addition to these resources, the Air Force established a housing call center within the Program Management Office to help resolve resident concerns where local resources have not been able to assist or the resident feels uncomfortable approaching the local resources. Air Force Housing Call Center Contact Information:

Phone number: 1(800) 482-6431

Medical concerns and contact information

If at any time you are having health concerns in your home, please contact your health care provider. If you feel your home may be contributing to your symptoms, please ensure you contact the maintenance call center for the Project Owner, our office and the Air Force ESOH call center. The ESOH call center will aid in connecting you with the medical assistance while we will work closely with the project owner to identify and correct any issues with the home. ESOH Call Center Contact Information:

Phone number: 1-888-232-ESOH (3764)

Email: esoh.service.center@wpafb.af.mil

Project Owner Maintenance Contact Information:

Location: 8555 Edwards Street Del Rio, TX 78840

Phone number: 830-291-8550

Email: laughlin@huntcompanies.com

Tenant Bill of Rights

Providing our military families with quality, safe and healthy homes and communities is a top Air Force priority. We have worked with the privatized owners to establish a Tenant Bill of Rights that formalizes rights you have as a tenant. Please take a moment and read over these rights, please see attached. Feel free to ask any questions.

Tenant Responsibilities

It is not just the Privatized Owner that has obligations, you as a tenant also have certain obligations and responsibilities as a party to the lease. In addition to paying your rent, you are expected to notify maintenance when for anything that breaks in the home, keep the home clean, maintain the

grounds around your home, keep walkways clear, and abide by pet and noise policies. Additionally, you are not permitted to make modifications to the home without written permission from the privatized owner and are expected to pay for any damages to the home that are not fair wear and tear to include any damages caused by your family, guests or pets. As we go through the lease, we will point out those responsibilities in more detail. Additionally, the leasing team for the privatized housing will provide you a resident's guide outlining these responsibilities.

Dispute Resolution Resources

While we always hope your tour will go without any issues with your landlord, disputes do occur. Our role along with others in the housing delivery team is to resolve these disputes quickly at the lowest level without costly litigation. We have provided a Trifold for you that outlines resources to assist in Informal Dispute Resolution. We expect the vast majority of issues to be resolved this way. However, if you are not satisfied with the result, you can obtain a Request Form for Dispute Resolution Process from the MHO to initiate the Formal Dispute Resolution process in accordance with Schedule 3 of the Universal Lease. This process will involve a physical inspection of your home and will ultimately be decided by the Installation Commander and who will direct remedies to the Tenant or Owner as applicable. Tenants must follow the Informal Dispute Resolution Process in order to be eligible for initiating the Formal Dispute Resolution Process.

Current status for Utility Allowance Program for Privatized Housing

The Utility Allowance Program is designed to ensure residents of privatized housing pay for their actual usage of utilities. The UA is set based on average consumption of homes with similar characteristics. If you use more than the average consumption of your group, you will be required to pay, if you use less, you will receive a refund. The payments or refunds are always based on your actual usage. Due to concerns over the accuracy of the metering, the program was suspended effective Jan 31, 2020. The Air Force plans to restart the utility allowance program on an installation basis as soon as it can meet the OSD standards for recertification.

Submitting work orders

As mentioned earlier it is the lessee's responsibility to call in maintenance issues to 830-291-8550 as soon as the problem is evident. Failure to call could result in member's liability for damages. Please read and understand the Permission to Enter (PTE) form that is included in your lease. The form explains the process for the Project Management maintenance team to enter the home to do repairs etc. You can also input work request electronically through the project owners on-line portal. That information can be found in your resident's guide.

Review lease terms

Leases can be very confusing. They are legal documents and as such are often full of legalese that you may not understand. We want to help! Therefore, we have asked Hunt to include MHO in the email when they send you the lease. If you have any questions please feel free to reach out to MHO with any general lease questions. Hunt is in the process of introducing the military universal lease.

Rent Allotment/BAH

Active Duty:

Resident agrees to make rent payable to "AETC II Privatized Housing" rent shall be payable in arrears, without demand or offset, on or before the first day of each month for the immediately preceding month. The BAH component of the monthly rental rate will be increased/decreased, as applicable, when an increase/decrease occurs to the Resident's BAH. This BAH component of the allotment will automatically adjust each year in conjunction with the Department of Defense's BAH tables. Resident agrees to execute any documents which are necessary to establish the monthly allotment prior to signing the Lease, and agrees that the allotment may not be canceled prior to the expiration or termination of this Lease. LFH shall stop the allotment at the time the Lease is terminated.

Guard/Reserves/Foreign Military:

The Rent amount is based on the current Department of Defense's BAH tables "With Dependent" rate based off your current rank. Rent will be due on the 1st of every month and can be paid online on your Resident Portal or App (no service fees if paid via checking account). You may accrue a late fee if your rent payment is paid after the due date per your lease terms.

Foreign Military:

Foreign Military members assigned to the installation. Foreign military member's monthly rental rate shall not change for any reason, except in accordance with the applicable nation-to-nation support agreement per the current instruction.

Renters Insurance

We highly advise you to obtain renter's insurance. This insurance is fairly cheap, but important to protect you should any damage occur through negligence such as unattended cooking causing a house fire. Policies also generally cover damage to your possessions from acts of God such as tornado's or hurricanes. While the project owner has insurance to cover repairing the premises, they generally do not cover your possessions or damage caused by tenant negligence. Most policies also provide liability insurance should a guest be injured on the property or your pet causes injury. Some policies even cover pet damage to the premises.

Installation Firearm Policy

All firearms must be registered with Security Forces in accordance with the Laughlin AFB installation firearm policy. Per the policy all privatized housing residence may store their Personally Owned Firearms(POFs) in the homes, but personnel must meet registration requirements. Please contact the Security Forces Armory Located in Bldg. 139, 355 Colorado Ave, Telephone (830)298-5100.

Pets

Pets must be approved by the Project Owner and will require a pet addendum. Some breeds may not be permitted in the housing area. If you obtain a pet after lease signing, you must still notify the landlord of the pet and complete the pet addendum. You are responsible for the conduct of your pets and any damage they cause.

Window Fall Prevention

Window falls can be prevented, make sure residents are aware of the risks of window falls and follow the window fall prevention measures:

- Secure windows - keep windows closed and locked when children are present in the room.
- Screens keep out bugs, not kids - Fiberglass screens are not designated to be leaned on and cannot support the weight of a child.
- Keep furniture away - Furniture should not be placed alongside of windows that children can climb and gain access to, even those at high heights.
- Monitor children at all times - Kids are curious and constant supervision is required. Do not leave kids unattended, especially in rooms where windows are open.

Window fall prevention devices can be effective, however they should not be relied on as the sole mechanism for preventing falls. Devices that do not account for quick emergency egress should also be avoided. For questions or assistance with fall prevention, please contact the Project Owner team.

Please keep this email briefing so you can consult it in the future should the need arise. Please know we are here for you! A few things that I will need back from you before the move in takes place.

1. Please respond to this email with acknowledgment that you read, reviewed and understand the information on this email and attachments:

Tenant Right, Tenant Rights Frequently asked Questions, Lead in your home, Dispute Resolution Resources, EPA Guide on Mold and Mold FAQ.

2. Please fill-out, sign and or initial all highlighted portions on the referral forms (2 forms) attached and email back to me.

***Please Reply All to this email. ***

Welcome to Laughlin Air Force Base!!