



Monterey Bay
Military Housing
Services Office

Welcome to the Monterey Bay Housing Services Office (HSO)

Popular Services

- **Rental Agreement Negotiations and Review** – Email, fax, or bring in a copy of the rental agreement you are considering and this HSO will review the document to help ensure you will not get hit with surprises later.
- **Lease and Orders Filing** – This HSO understands that sometimes important documents get misplaced just when you need them the most, but this service will help make sure you always have a copy of your lease and orders whenever you need them. The HSO office will automatically retain an electronic copy of your orders in our secure database. To utilize the lease filing services please let a staff member know.
- **Community and Housing Inspections** – This service allows a Service Member or the Family to request an inspection of a housing unit or complex.
- **TLA/TLE and Permissive TDY Certification** – If you are on Permissive TDY you must have the HSO office sign your leave form. Please bring your leave form to your first appointment.
- **Departure Services** – Once you have your orders for your next assignment please contact your HSO. At that time your HSO will connect you to the Housing Office at your gaining installation and provide counseling for leaving your current housing. Clearing the HSO is a mandatory part of out-processing.

Welcome Packet Contents

- **Where to Find Important Information**
- **Current BAH Rates**
- **Local Property Management Companies**
- **Resources for Families with Children**
- **Resources for Families**
- **Fair Housing Information**
- **Radius Map**
- **Phone List**
- **Move – in Checklist**
- **Information on Privatized Military Housing and the Parks of Monterey Bay**
- **Application for the Parks of Monterey Bay**



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Where to Find...

Fair Housing and Equal Opportunity Information

The mission for the California Department of Fair Employment and Housing is to protect residents from employment, housing, and accommodation discrimination. This department also protects residents from hate violence. The website for the Department of Fair Employment and Housing can be found at <http://www.dfeh.ca.gov>

California Landlord Tenant Rights and Responsibility

The California Department of Consumer Affairs provides a guide outlining the rights and responsibilities of both landlords and tenants in California. This guide provides information such as looking for a rental unit, living in a rental unit, moving out of a rental unit, and security deposit information. An electronic version of this guide can be located on the California Department of Consumer Affairs website at <http://www.dca.ca.gov/publications/landlordbook/index.shtml>

Veteran's Administration Home Buying Information

This Veteran's Administration (VA) provides many opportunities for service members who are seeking to purchase a home. Information regarding these opportunities can be located at the VA's home loans website at <http://www.homeloans.va.gov/>. Please pay special attention to the following pamphlets:

- **26-4 VA Guaranteed Home Loans for Veterans** – pamphlet is designed to help veterans planning to purchase or construct homes, particularly those veterans who intend to finance with VA home loans. Available at http://www.homeloans.va.gov/pdf/vap_26-4_online_version.pdf.
- **26-91-1 VA Home Loans – A Quick Guide for Homebuyers and Real Estate Professionals** – Available at <http://www.homeloans.va.gov/vap26-91-1.htm>.
- **26-71-1 Manufactured Home Loans to Veterans – Questions and Answers on Manufactured Home Loans for Veterans** – Intended to cover the major items of interest to veterans interested in buying a mobile home. Available at <http://www.benefits.va.gov/homeloans/VAP26-71-1.asp>.



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Service Members' Civil Relief Act (SCRA)

The purpose of the SCRA is to allow Service Members to devote their entire energy to the defense needs of the nation without having to worry about their family's well being during their military service. An electronic version of the SCRA is available on the webpage of the House Committee on Veteran's Affairs at <https://www.servicememberscivilreliefact.com>. For information regarding housing specifically please refer to Title III – Rent, Installment Contracts, Mortgages, Liens, Assignment, Leases.

Temporary Lodging Expense (TLE)

The purpose of TLE is to partially offset the costs of lodging and meals when service members and/or their family need to occupy temporary lodging during Permanent Change of Station (PCS) move. Policies for TLE can be found in the Joint Federal Travel Regulations Volume 1 Part H. An electronic copy of this regulation can be found on the Department of Defense Per Diem, Travel, and Transportation Allowance Website at <http://www.defensetravel.dod.mil/site/faqtle.cfm>.



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Your Basic Allowance for Housing (BAH) Allotment

What is Basic Allowance for Housing (BAH)?

The intent of Basic Allowance for Housing (BAH) is to provide service members equitable housing compensation based on housing costs in local housing markets. Service members receive BAH when government quarters are not provided. BAH is based on duty location, pay grade, and dependency status. Depending on the housing chosen by the military member BAH may not fully cover the costs of housing, utilities, and renters insurance; expenses above and beyond the services member BAH is the responsibility of the service member.

What if the BAH rate is lowered after I get an apartment?

BAH rates can change annually; however due to rate protection a service member's BAH is protected from dropping as long as the status of that service member remains unchanged. The guideline of Rate Protection is a service member is authorized the 1 January rate for the member's grade and location or the housing allowance being paid on 31 December of the previous year, whichever is higher. Instances that can cause a loss of BAH Rate Protection are Permanent Change in Station to an area with lower housing costs, being demoted to a lower grade, and changing your dependency status.

How is BAH determined for a given area?

BAH is a compilation of current market rental rates, average utilities, and the average cost of renters insurance. Data is collected during the spring and summer of every year and computed so that new amounts will be available in December for the following calendar year.

Where can current BAH rates be located?

Current BAH rates for the Monterey Bay Area can be located on the charts below or can be looked up online at <http://www.defensetravel.dod.mil/perdiem/bah.html>



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2013 BAH Rates for the Monterey Bay Area

Enlisted with Dependents

E-1	E-2	E-3	E-4	E-5	E-6	E-7	E-8	E-9
\$1776	\$1776	\$1776	\$1776	\$1920	\$2175	\$2346	\$2532	\$2697

Enlisted Without Dependents

E-1	E-2	E-3	E-4	E-5	E-6	E-7	E-8	E-9
\$1332	\$1332	\$1332	\$1332	\$1506	\$1653	\$1785	\$1971	\$2049

Warrant Officers with Dependents

WO1	WO2	WO3	WO4	WO5
\$2178	\$2424	\$2652	\$2712	\$2781

Warrant Officers without Dependents

WO1	WO2	WO3	WO4	WO5
\$1722	\$1968	\$2058	\$2217	\$2391

Officers with Dependents

O01E	O02E	O03E	O01	O02	O03	O04	O05	O06	O07+
\$2385	\$2619	\$2721	\$1947	\$2169	\$2643	\$2808	\$2919	\$2949	\$2979

Officers without Dependents

O01E	O02E	O03E	O01	O02	O03	O04	O05	O06	O07+
\$1920	\$2031	\$2175	\$1632	\$1869	\$2082	\$2367	\$2475	\$2652	\$2706



**Monterey Bay
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Local Property Management Companies

A&D Property Management

<http://montereycountyrentals.com/>

303 Bonifacio Place
Monterey, CA 93940
(831) 372-1464

Cosentino Realty Co

<http://www.cosentinorealty.net/>

535 Foam St, Suite 200
Monterey, CA 93940
(831) 646-1107

A. G. Davi Property Management

<http://www.agdavi.com/>

484 Washington Street
Monterey, CA 93940
(831) 373-2222

Creative Property Management

<http://creativepropmgmt.net/>

1220 Del Monte Avenue
Monterey, CA 93940
(831) 649-3631

Bay Property Management Inc.

<http://www.baypropertymgmt.com/>

6 San Miguel Avenue
Salinas, CA 93901
(831) 422-5614

Gorman Property Management

<http://www.gormanre.com/>

710 Lighthouse Avenue
Pacific Grove, CA 93950
(831) 649-3455

Beaumont Property Management

<http://www.beaumontpm.com/>

61 Logan Lane
Monterey, CA 93940
(831) 643-2328

Kendall & Potter Property Management

<http://www.montereycoast.com/>

783 Rio Del Mar Blvd, Unit 7
Aptos, CA 95003
(831) 689-8674

Big Green Zucchini Real Estate & Property Management

<http://www.customhousearealty.com/>

473 Webster Street
Monterey, CA 93940
(831) 649-8677

Mangold Property Management

<http://www.mangoldproperties.com/>

575 Calle Principal
Monterey, CA 93940
(831) 372-1338



**Monterey Bay
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Monterey Bay Property Management

<http://www.montereyrentals.com/>

816 Wave Street
Monterey, CA 93940
(831) 655-7840

Pacific Street Real Estate Inc.

<http://www.pacificstreetrealestate.com>

799 Pacific Street
Monterey, CA 93940
(831) 373-8451

Munras Property Management

<http://www.munrasproperty.com/>

1011 Cass Street, Suite 104
Monterey, CA 93940
(831) 649-6400

Paramount Properties

<http://www.paramountproperty.net/>

546 A Hartnell Street
Monterey, CA 93940
(831) 372-6050

Pine Cone Properties

<http://www.pineconerentals.com>

26615 Carmel Center Place, Suite 101
Carmel, CA 93923
(831) 626-2800

San Carlos Agency

<http://www.sancarlosagency.com/>

26358 Carmel Rancho Lane, Suite #5
Carmel, CA 93922
(831) 624-3846

Sterling Management

<http://sterlingmonterey.com/>

801 Lighthouse Avenue, #109
Monterey, CA 93940
(831) 643-9400



**Monterey Bay
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Resources for Families with Children

Presidio of Monterey Child, Youth and School Services (CYSS)

The Child, Youth and School Services (CYSS) office offers many services for children and youth ages 6 weeks to 18 years old. Services offered include child care through the Child Development Center (CDC) and Family Child Care (FCC), before and after school programs as well as school break camps at Porter Youth Center (PYC), sport programs, and SKIES program classes. All programs require registration at the Central Registration Office. The Central Registration Office for CYSS is located on Ord Military Community in Building 4260. Please call (831) 242-7765 for more information and to set up an appointment for registration. Information can also be found on the CYSS Website at <http://www.monterey.army.mil/cyss/cyss.html>.

Naval Postgraduate School Child and Youth Services

The Child and Youth Services Office of the Naval Postgraduate School offers a Child Development Center and a Tech Connection Center in the La Mesa Housing Community. The Child Development Center provides child care, preschool, and before and after school for Kindergarten age students. For more information regarding the Child Development Center please call (831) 656-2734. The Tech Connection Center is geared for children ages 6 through 17 years old and offers before and after school services, camps, sports, and teen programs. For more information regarding the Tech Connection Center please call (831) 656-2127. Information for both of these services can be found on the Naval Postgraduate School Website at <http://www.nps.edu/Services/MWR/Services/ChildYouthServices/index.html>.

School Liaison Officer (SLO)

The School Liaison Officer (SLO) is the primary link between the military family and the local school system. The SLO provides information on education options, school district policies, home schooling, and more. The SLO can be reached at (831) 242-6904 (DSN 768-6904). For more information about the SLO services please visit the Presidio of Monterey School Liaison Officer Website at http://www.monterey.army.mil/CYSS/school_liaison.html.



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Exceptional Family Member Program (EFMP)

The Exceptional Family Member Program (EFMP) is a Military program which will assist families from all services. The program is designed to assist families with a member who has chronic conditions such as hearing impairments, depression, diabetes, and many more. The program will also assist families who are confronted with special education requirements. For more information regarding the EFMP, Army and Air Force please call the EFMP Coordinator at (831)242-7653; Navy and Marines please call 242-5614.

Local School Districts

- **Monterey Peninsula Unified School District (MPUSD)** – Serves the cities of Monterey, Seaside, Marina, Del Rey Oaks, and Sand City; this includes the Military Housing Areas - <http://www.mpusd.k12.ca.us/>
- **Pacific Grove Unified School District** – Serves the city of Pacific Grove - <http://www.pgusd.org/>
- **Carmel Unified School District** – Serves Carmel and Carmel Valley - <http://www.carmelunified.org/>
- **Salinas Union High School District** – Serves grades 7th – 12th in Salinas - <http://www.salinas.k12.ca.us/>
- **Salinas City Elementary School District** – Serves grades K – 6th in Salinas - <http://schools.monterey.k12.ca.us/~salcity>
- **Washington Union School District** – Serves grades K – 8th between Monterey and Salinas along HWY 68 - <http://www.washington-union.com>



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Resources for Families

Presidio of Monterey Army Community Services (ACS)

ACS assists commanders in maintaining readiness of individuals, families, and communities by developing, coordinating and delivering services which promotes self-reliance, resiliency, and stability during war and peace. The ACS center provides a wide range of services designed to assist you and your family in maintaining a high state of readiness. The goal of ACS is to ensure that you and your family are ready for daily life as a Military Family. For more information on the services provided by ACS please call 242-7660 or stop by Bldg 4260 at the corner of Gigling Rd and Gen Jim Moore Blvd on Ord Military Community.

Naval Postgraduate School Fleet and Family Support Center (FFSC)

The Fleet and Family Support Center (FFSC), Monterey Bay is the military community's primary resource for information and services on the Monterey Peninsula. Our Mission is to support the military's operational readiness by providing a wide range of services and assistance that responds to personal and family needs and that positively impact the quality of life for our service members and their families. For more information on the services provided by FFSC please call 656-3060.

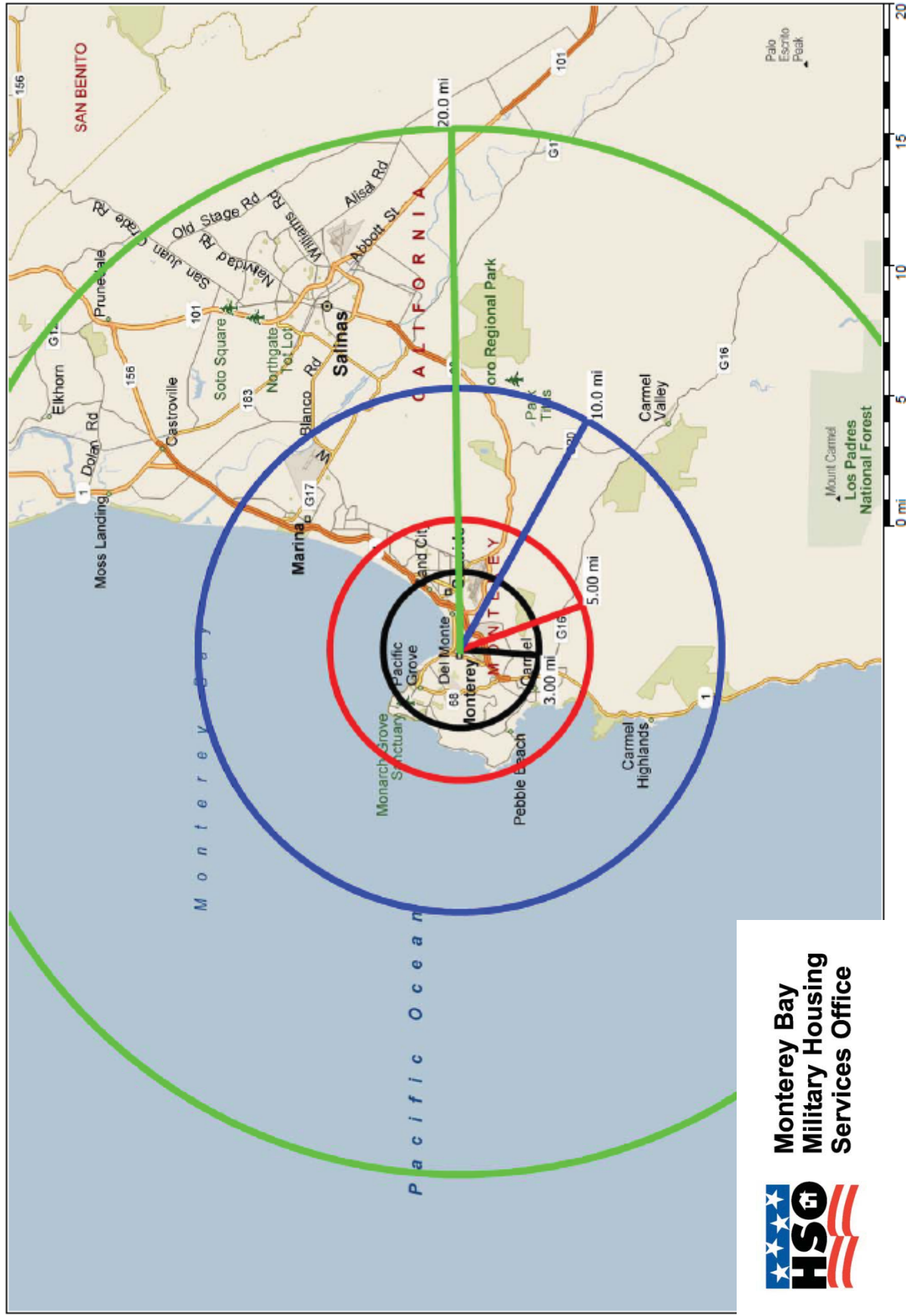
Army & Air Force Exchange Service (AAFES)

The mission of AAFES is to provide quality products and services to its customers at competitively low prices and to generate profits which provide support for local Morale, Welfare, and Recreation (MWR) programs. On the Monterey Peninsula there are several locations. The Main Store is located on Gigling Rd in Ord Military Community and can be reached at 899-2336. The Troop Store and Clothing Sales are located on the Presidio of Monterey and can be reached at 647-9602. In addition there are 2 Gas Stations, a Theater, Barber Shops, and other concessionaires in the area.

Navy Exchange Service (NEX)

The mission of NEX is to provide quality products and services to its customers at competitively low prices and to generate profits which provide support for local Morale, Welfare, and Recreation (MWR) programs. In Monterey there is a Main Store on the Naval Postgraduate School which can be reached at 373-7277. Additionally there is a Uniform Shop, Automotive Services, Barber, and other services.

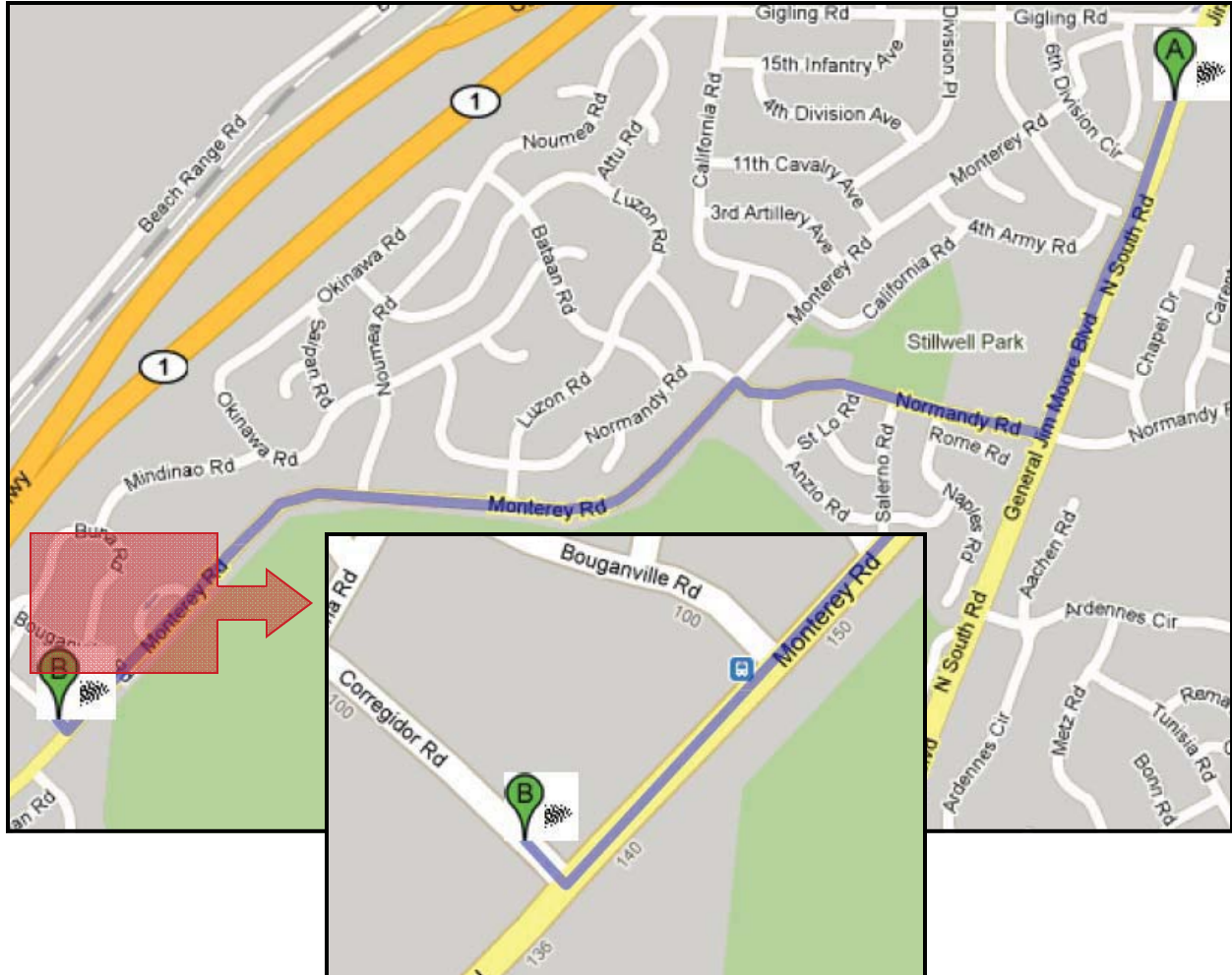
Distances from Presidio of Monterey and Naval Postgraduate School to Surrounding Areas



**Monterey Bay
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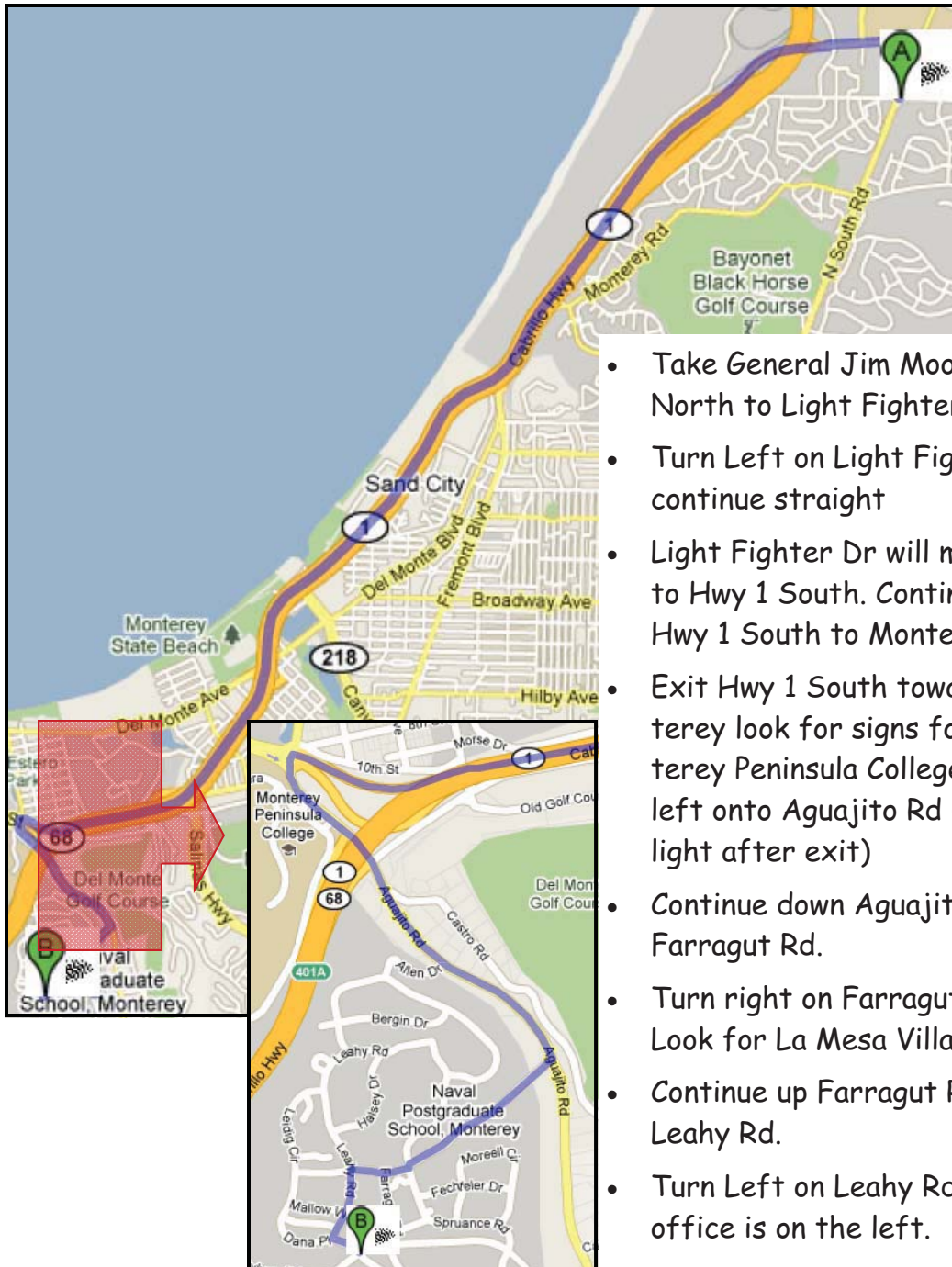
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The Parks at Monterey Bay
Ord Military Community
Management Office
826 Corregidor Rd, Seaside, CA
1-866-598-2655



Take *General Jim Moore Blvd South* to *Normandy Rd*.
Turn right on *Normandy Rd*. Continue to *Monterey Rd*.
Turn left on *Monterey Rd*.
Office is located on the corner of *Monterey Rd* and *Corregidor Rd*.

The Parks at Monterey Bay
La Mesa Village Management Office
1301 Leahy Rd, Monterey, CA
1-866-902-6613



- Take General Jim Moore Blvd North to Light Fighter Dr.
- Turn Left on Light Fighter Dr continue straight
- Light Fighter Dr will merge on to Hwy 1 South. Continue on Hwy 1 South to Monterey Exit.
- Exit Hwy 1 South toward Monterey look for signs for Monterey Peninsula College. Turn left onto Aguajito Rd (first light after exit)
- Continue down Aguajito Rd to Farragut Rd.
- Turn right on Farragut Rd Look for La Mesa Village sign.
- Continue up Farragut Rd to Leahy Rd.
- Turn Left on Leahy Rd. The office is on the left.



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Bldg 4250, Ord Military Community
Phone: 831-242-7979 Fax: 831-242-7793
PRES.DPW-Housing@conus.army.mil

NON-EMERGENCY SERVICES

POM Police	242-7851	Crime Watch Bulletin	242-7463
OMC Fire Department	242-7701	POM Operator	242-5119
LMV Fire Department	646-3905	American Red	242-6800

IMPORTANT NUMBERS

Air Force CQ, 517 th TRG (POM)	242-5115	Hospital	
Army Community Services	242-7660	CHOMP	625-4900
Army Emergency Relief	242-5501	Identification Cards	
Child Development Centers		POM	242-5209
OMC (Monterey RD)	583-1050	NPS	656-3972
LMV (La Mesa Way)	656-2734	Inspector General	242-5173
Family Child Care	242-7197	Leisure	
Child & Youth Services (POM)		POM ODR	242-5506
Administration	242-5530	Price Fitness (POM)	242-5700
Registration	242-7765	Hobson Rec (POM)	242-5447
Coast Guard Station Monterey	647-7300	NPS MWR	656-2432
Commissary	242-7671	Gym (NPS)	656-3118
Dental Clinic		Legal	
POM	242-5612	POM	242-5083
NPS	656-2477	NPS	656-2506
Educational Services		Notary Public	656-3388
Education Center POM	242-5325	Lodging	
School Liaison POM	242-6904	Army Lodging	645-1119
Educational Services NPS	6562347	BOQ/BEQ NPS	656-2060
Exchange Services		Navy Lodge	372-6133
POM PX & Uniforms	647-9602	Navy Quarterdecks	
OMC PX Main Store	899-2336	CIDDD POM	242-5142
NPS NEX	373-7277	NPS	656-2442
Fleet & Family Services	656-3060	Staff Duty (DLIFLC & POM) After Hours	242-5119
Finance		The Parks at Monterey Bay	
Air Force POM	242-6491	Welcome Center	644-0400
Army POM	242-6366	La Mesa Office	642-4300
Health Clinic (POM)		Ord Military Community	392-0745
Sick Call	242-5234	Work Orders	333-4343
After Hours	242-5234	Transportation	
Appointments	242-5741	POM Inbound	242-5096
Immunizations	242-6820	POM Outbound	242-5330
Optometry	242-6829	NPS	656-2151
Health Clinic (NPS)	656-5741	Tricare	800-242-6788
		Veterinary Clinic	242-7718

Resident's Bill of Rights

Your satisfaction is important to us.

We want you to know that you are extremely important to us. Your satisfaction with our service is paramount and an integral part of our business model. We understand you have choices and we hope our service, professionalism, integrity and caring lead you to allow us to serve you and your family during your stay in Monterey Military Community.

We feel that high quality customer service helps to create customer loyalty and trust. With that loyalty and trust we hope to forge long-lasting positive relationships which will ultimately allow us to better understand the needs and desires of our residents.

Our guarantee to you is to stand by our "Bill of Rights" to continually provide you "World Class" customer service in support of the Army's Family Covenant.

We will provide excellent service. We will continually strive to "Wow" our customers with the quality and timeliness of our services in a pleasant and friendly manner.

We will provide honest and straightforward communications. We will provide a genuine and consistent service each and every day.

We will continually strive to be the "best". Every opportunity, every action, every time.

We will provide service in a timely manner. You will be promptly informed of any actions that delay completion of work or other action.

We will practice teamwork. Together, we will continually search for opportunities to provide an array of services and amenities that will make you feel great about calling this home.

We value our residents. We will treat everyone with integrity, respect and professionalism.

We welcome feedback, and suggestions. We will encourage and consider ideas that will aid us in achieving our goal of continuous improvement and excellent customer service.

You will receive open communication and dialogue in an effort to resolve issues. If you feel at any time your expectations have not been met, we would like the opportunity to make things right or provide a full and complete explanation of our position. You have the right to speak to your Neighborhood Manager at Ord Military Community (831) 393-0110 or La Mesa/Presidio of Monterey (831) 642-4300. If you feel your expectations still have not been met you should speak with The Parks at Monterey Bay Community Director, Ms Michelle Calloway at (831) 644-0400. If you are still not satisfied you should contact the Residential Communities Initiative (RCI) Government Housing Office at (831) 242-7974 or (831) 242-7984





PRIVACY ACT STATEMENT

AUTHORITY: 5 USC 5911 & 5912.

PRINCIPAL PURPOSE: To identify customer needs for assistance and housing requirements.

ROUTINE USE: None.

DISCLOSURE: The information you provide on this form is needed to document your duty status. While the law does not require you to provide all information requested on this form, doing so will assist the Housing Office with the requirement for Service Members to in process with HSO. We request that you provide your social security number; the SSN will be used as your individual identifier in the enterprise Military Housing System (eMH). Failure to furnish this information may result in the Housing Office inability to submit housing reports.

Name of Service Member: _____	Spouse's Name: _____
_____	_____
Last, First, MI _____	Children's Age Group:
SSN#: _____	0-5 yrs _____ 6-12 yrs _____ 13-18 yrs _____
Address: _____	School Child Attending: _____
Phone Number (Member): _____	Home School: _____
Email: _____	Arrival Date to Monterey: _____
Branch/ Grade/ Rank: _____	PEBD Date: _____ ETS/EAOS Date: _____
Date of Rank: _____	UIC: _____ Report Date: _____
Guard _____ Reserve _____	Duty Status: Student _____ Permanent Party _____

UNIT

DLIFLC

- 229th MIB (USA) CIDD (USN)
- 311th TRS (USAF) USCG
- 314th TRS (USAF) MCD (USMC)
- 517th TRG (USAF) HHC
- Other

OTHER

- NPS Station Monterey (USCG)
- CALMED 17th OL-A (USAF)
- FNMOC Other
- Hawksbill (USCG)

EFMP? _____ Gender of EFMP _____ Age of EFMP _____

If yes, have you contacted the EFMP Coordinator? _____

Do you plan to apply for Military Privatized Housing? _____ Dual Military? _____

Would you like further assistance in locating housing for your family? _____

Comments: _____



Applicant Information

Name of Member: Last, First, M.I.			Date of Birth	
Street Address (previous home of record)		City	CA	Zip Code
Pay Grade	Date of Rank	Branch of Service	Social Security	Date Housing Needed
(Leaving Monterey)PCS/ETS Date MM/DD/YY		EFMP Member (Must be confirmed by RCI) <input type="checkbox"/> Yes <input type="checkbox"/> No	Key & Essential/Staff (must be confirmed by RCI if yes is selected) <input type="checkbox"/> Yes <input type="checkbox"/> No	
Cell Phone		Home Phone	E-Mail Address	

- 1.) Status of Applicant: (Check one) Active Duty Reserves National Guard Foreign Military (IMET FMS)
- 2.) Marital Status: Married (Dual Military Yes No) Single Unaccompanied
- 3.) Installation/Organization Transferred From: _____
- 4.) Installation /Organization Transferred To/Military Unit: _____
- 5.) Have you or anyone listed on the application ever been convicted of, pled guilty, or pled no contest to a felony? Yes No
- 6.) Have you or anyone listed on the application ever been convicted of more than one misdemeanor? Yes No (If Yes, Please list names.) 1.) _____ 2.) _____
- 7.) *Pet(s) (Maximum of four pets. Two large breeds, two breeds 25 lbs. & under) Yes (If yes, fill out Pet Information) No

Pet Information

Pet Name:	Breed Type/Description:
Pet Name:	Breed Type/Description:
Pet Name:	Breed Type/Description:
Pet name:	Breed Type/Description:

Vehicle Information

Year	Make	Model	Color	License Plate Number	State
Year	Make	Model	Color	License Plate Number	State

Dependant Information

Dependants residing with Service Member (DEER'S Verification Required)

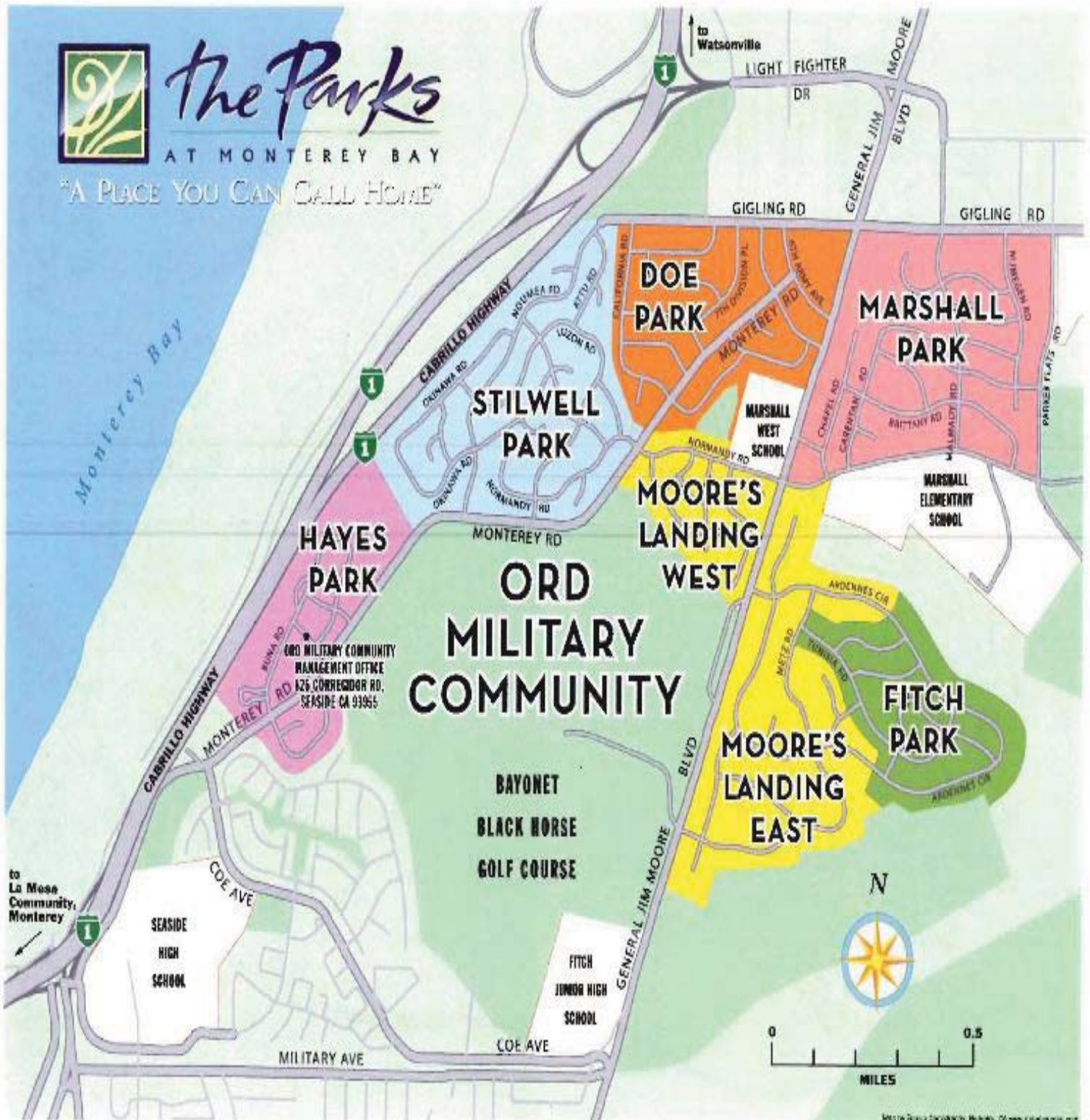
Last, First, M.I.	Relationship	Gender	Date of Birth

* Breed Restrictions. The following dog breeds are restricted: Pit Bull, American Bull Terrier, Chows, American or English Staffordshire Terrier, Rottweiler, Doberman Pinscher, Wolf-Hybrid. Any dog with a mix of these breeds or determined by a Veterinarian Treatment Facility of having distinguishing traits of these breeds in its makeup, is included in these breeds. Prohibition also extends to other dogs that demonstrate a propensity for dominant or aggressive behavior.

By signing this application, the application warrants that all of the information contained in this application is true and correct to the best of applicant's knowledge. Applicant understands and agrees that if it is later discovered that applicant falsified any information in this application, it could result in termination of the applicant's tenancy.

Applicant Signature Date

Monterey CA, Military Housing areas, La Mesa Village in Monterey CA, & ORD Military Community (OMC) located in Seaside

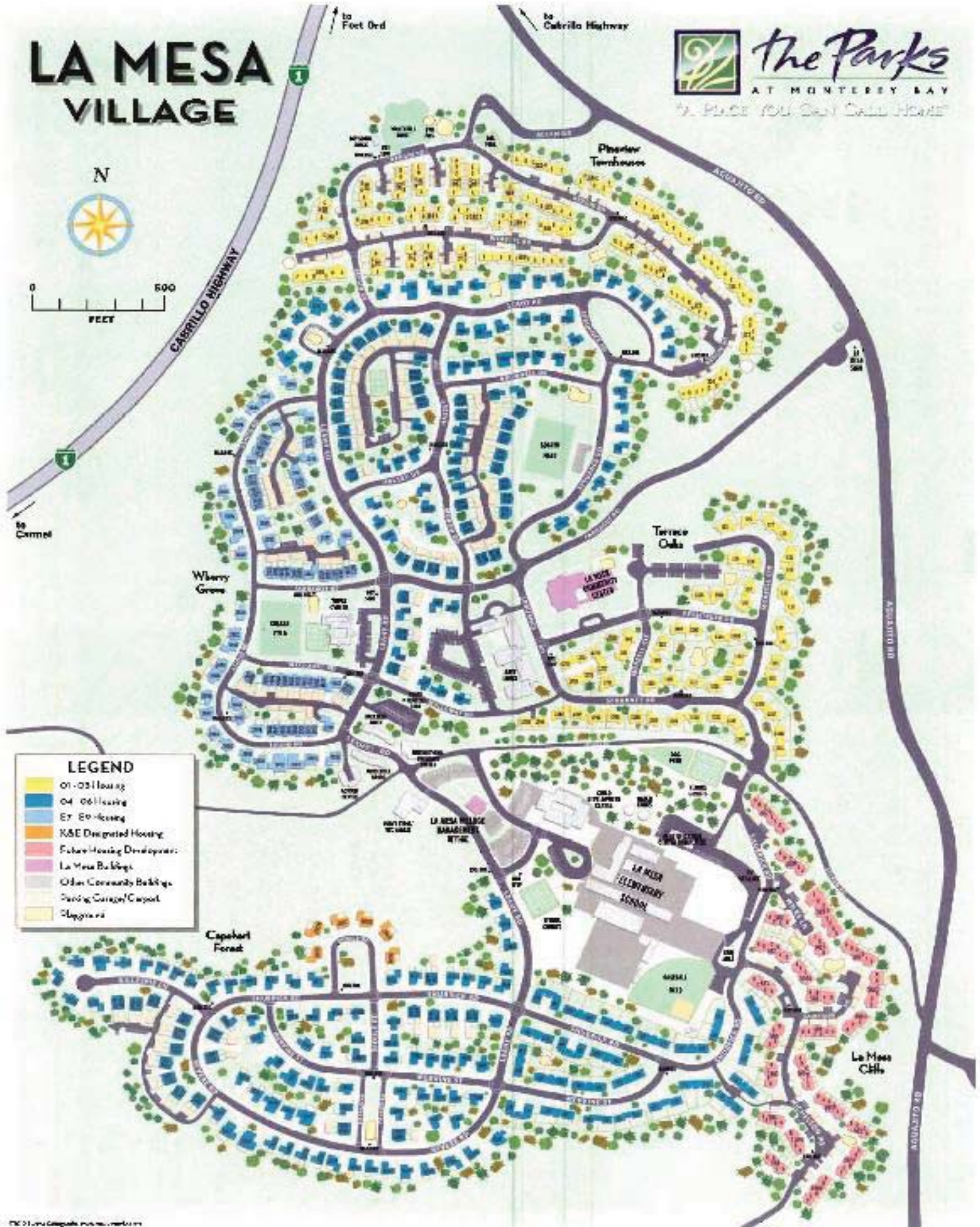


LA MESA VILLAGE



The Parks
AT MONTEREY BAY

THE PLACE YOU CAN CALL HOME



LEGEND

- 01-03 Housing
- 04-06 Housing
- 07-09 Housing
- K&E Designated Housing
- Future Housing Developer
- La Mesa Buildings
- Other Community Buildings
- Parking Garage/Carport
- Open Space