

FORT CAMPBELL HOUSING OFFICE

FREQUENTLY ASKED QUESTIONS

HOUSING SERVICES OFFICE:

Q. I have just received my PCS orders sending me to Fort Campbell. I have never been to the Fort Campbell area before. How do I locate information about available and affordable off-post rentals that are close to the post and located in a suitable neighborhood?

A. First contact Bldg 850, Fort Campbell Housing Services Office at (270) 798-3808 or view our available rental listings at [www.AHRN.com](http://www.AHRN.com). Upon arrival, please visit our office at 16th Street & Georgia Avenue for assistance in finding a rental that meets your needs. You are encouraged to do this before you sign any lease contracts or deposit any funds to secure a rental.

Q. What is AHRN?

A. AHRN is the Automated Housing Referral Network. This is a DOD sponsored website for home finding which provides a database of currently available local rental housing. All DoD personnel and property managers may list their rental properties in AHRN free of charge. The website, [www.AHRN.com](http://www.AHRN.com), is available worldwide. This network also links personnel who need assistance with selling and purchasing a home to an experienced counselor through the "Moving Stations" link.

Q. I was granted Permissive TDY by my losing command. How do I get this validated so that I am not charged regular leave?

A. All military members must report to the Housing Services Office on the first available duty day beginning his/her Permissive TDY (PTDY) and receive a Housing Stamp and date on the DA Form 31 (leave form). Failure to secure this validation may result in you being charged regular leave for the entire PTDY period you use for house hunting.

Q. I have located a prospective rental unit however I have questions regarding some basic health and safety items with the rental unit. Who do I contact for assistance?

A. You should contact the Housing Services Office before you sign a lease agreement. We have qualified home inspectors available on staff to assist you with conducting the walk through inspection.

Q. I am considering renting a house and the Landlord has offered me a discount on my monthly rental fee if I do the needed repairs and upgrades to the house myself. Should I accept this arrangement?

A. First, if you accept this offer, you and the landlord should put everything you agree to in writing, i.e., what will be fixed and when. You and the landlord must both sign the paper. Keep a copy for your records.

Q. What is a military clause and should I have one in my lease agreement?

A. A military clause provides additional and generally specific information for the service member to terminate the lease early when on a Permanent Change of Duty Station (PCS), or when being deployed for more than 90 days. A written 30-Day notice, when able, and a copy of documentation showing your change of duty status is still required (official orders or a letter from your commander).

Q. What is the purpose of a security deposit?

A. A security deposit is money you pay to your prospective landlord to secure the rental unit. It is generally refunded in full to you at the end of the lease agreement, assuming no damages above and beyond fair wear and tear. Ensure that the amount you pay as a "security deposit" is annotated in your lease as such. DO NOT pay a security deposit unless you are positive you want to rent the dwelling unit. Landlords are not required to refund the deposit if after signing the lease you decide not to rent the unit. You should never plan to use your security deposit as payment for the last month's rent. In most cases, the security deposit is returned to you within 30 days of the final termination inspection. The exception being, when there are assessed damages, and repairs must be made to the rental dwelling.

Q. I have a pet and the Landlord wants a pet deposit. Explain what a pet clause is.

A. Essentially, pets pose additional liability to the Landlord. If you are a pet owner, you may be asked to pay a "nonrefundable" pet fee. If you own a pet that is considered an "aggressive breed" you should expect that it will be challenging to find a suitable rental unit due to the associated liability to the Landlord. Most local lease agreements will have a list of the breeds that they are unwilling to accept.

Q. I want to terminate my lease agreement. What actions must I take?

A. A written 30-Day Notice must be submitted to your landlord. If you are PCS'ing or deploying, provide the landlord with official documentation. Make sure a final inspection of the rental property is completed with the landlord/owner before you vacate. The Housing Services Office can provide assistance. Remember to always provide the Landlord with a forwarding address, especially, if you are anticipating a security deposit refund. Always retain a copy of all paperwork for your records.

Q. I have been notified by Campbell Crossing that on-post housing is now available to me. However, I am still in a lease agreement off-post. What actions do I take with Campbell Crossing?

A. You must notify Campbell Crossing that you have an off-post lease commitment. Campbell Crossing will place you in a "hold status" until your lease agreement is terminated. Of utmost importance, it is your responsibility to notify Campbell Crossing at least 30 to 45 days prior to your lease expiration date so that you can come out of the "hold status". You must also give your landlord at least 30 days written notice. Unless you have completely fulfilled your lease obligation, the landlord is not required to refund your security deposit. If you choose to terminate your lease agreement early and accept on-post housing, you may lose your security deposit.

Q. I Live in on-post housing. Who do I contact if I have a complaint?

A. Campbell Crossing has a formal complaint process. Contact your respective community manager for assistance. If your issue remains unresolved; contact the Customer Service Manager. For phone numbers and further assistance, please refer to the Campbell Crossing Residents Guide. If after following Campbell Crossing established procedure and your issue is not resolved you may contact the Housing Services Office (HSO).

Q. I live off-post on the local economy. How do I file a complaint against my Landlord or Property Manager?

A. The first step is to contact the Landlord or Property Manager and try to resolve the issue. If your Landlord or Property Manager fails to resolve your issue in the allotted time as promised, you can call the Fort Campbell Housing Services Office at (270) 798-3808.

Q. What is the Set Aside/Rental Partnership Program?

A. This Program is designed to provide military personnel with affordable off- post housing through an agreement between property managers/owners and the housing office. Its purpose is to ease the transition and defray the initial costs incurred when relocating to your permanent duty station. Concessions such as waived security deposits, application fees, or reduced rents are not guaranteed, however, may be offered by the Landlord. A mandatory monthly allotment will be required to participate. Contact the Set Aside/RPP Coordinator at the Housing Services Office, 798-3808, or visit the Main Housing Office, 16th St & Georgia Ave, Bldg 850.

11/16/2010

Q. I am a single Soldier and I live in the barracks. My First Sergeant has verbally authorized me to move off-post. How do I apply for a Certificate of Non-Availability?

A. Remember, Soldiers are not allowed to move off-post without an approved CNA by the Garrison Commander. Call or visit the Single Soldier Housing Office located in BLDG 6923 on Desert Storm Avenue, (270) 412-3664, and receive instructions and a sample CNA packet. Single Staff Sergeants (E6) and above do not require a Certificate of Non-Availability to reside off-post

Q. Can I apply for on-post housing before arriving to Fort Campbell?

A. When you get your PCS orders to Fort Campbell, you can go to the Campbell Crossing website and apply for a home. <http://www.campbellcrossingllc.com/>, click on ARRIVING RESIDENTS, then click on APPLY FOR A HOME in the left hand column. You can start your paperwork online and when you arrive, your status will be retroactive from the date you departed your last duty station. You can also contact the Leasing Consultant: 1-866-799-1274/ (931) 431-9003.

Q. Is it necessary to come by the housing office when I arrive at Fort Campbell.

A. Every service/family member should visit the Housing Services Office as stated in their orders.

Q. What is the difference between Temporary Living Expense (TLE) and Temporary Living Allowances (TLA).

A. Temporary Living Expense is designed to partly reimburse relocating members and families for the cost of meals and lodging incurred when temporary housing is needed. For CONUS to CONUS moves, the maximum amount of TLE is up to 10 days. For CONUS to OCONUS moves, the maximum amount of TLE is up to 5 days.

Temporary Living Allowance is designed to partly offset the cost of temporary housing and meals incurred while waiting for permanent lodging. For OCONUS only, the maximum of 60 days when arriving and 10 days when departing.

Q. How to Apply for a VA Certificate of Eligibility?

A. You can apply for a VA Certificate of Eligibility in three different ways. You can apply online at the Veteran's Information Portal (<https://vip.vba.va.gov/portal/VBAH/Home>) through a VA approved lender or by mail. If you are unable to print the VA Certificate Eligibility Form 26-1880, you can call 1-888-244-6711 to request a copy.

Q. Where should I go to register my privately owned vehicle and weapon on post?

A. Gates 4 & 7 and building 94 (next door to clothing and sales) issues vehicle/motorcycle decals and registers privately owned weapons. Call (270) 798-5047 to verify hours of operations, as hours may change.

Q. Where should I go to register my vehicle in Tennessee/Kentucky?

A. Tennessee Vehicle Registration is located at 350 Pageant Lane #502 Clarksville, Tn. Call (931) 648-5711 for hours of operations.

Kentucky Vehicle Registration is located at 511 S. Main Hopkinsville, Ky. Call (270) 887-4105 for hours of operations.

Q. How do I set up an appointment to have my household goods moved from off-post to on- post.

A. You must go to the perspective Community Office and have a community manager initiate a transportation letter authorizing the move. The transportation letter will include any prorate amounts; move in dates and personal information pertaining to the service member. Once the transportation has been established it will be forwarded to the Housing Services Office at bldg 850, 16<sup>th</sup> Street and Ga. The sm will report to the Housing Services Office for the letter. Once the letter is in hand, the service member is required to take the transportation letter to the transportation office ( bldg 7170 H Street (270) 798-7151) and schedule a pick-up date.

If the spouse of the service member schedules an appointment with transportation, she is required to have a general power of attorney.

Q. When looking for a home, what areas should I stay away from?

A. If you are not sure about an area in which you are thinking about living, you can go to [www.crimereports.com](http://www.crimereports.com) and search the address you are interested in. Once you have located the property, it will give you the criminal activity in that area.

Q. I want to live on post and on-post housing has told me they can house me in 45 days. Where can I live until I get on post housing?

A. Please visit the Fort Campbell Housing Services Office and we will be able to supply you with a short term list of rentals. This will help you locate a short term rental until housing becomes available.

11/16/2010

Q. I just received my orders to Fort Campbell and want to stay on post at the Guest house while I house hunt. Who do I call to make reservations?

A. Turner Army Lodging is located at 82 Texas Ave just before the 1st stop light as you enter Fort Campbell through Gate 4. You can contact them by calling 270-439-2229. Turner Army Lodging provides room accommodations; first priority for occupancy is for incoming/outgoing PCS, TDY personnel and dependent Family Members.

Q. I want to buy a home and need some recommendations on realtors in the area.

A. There are many realtors in the area. You can go on line and visit :

<http://www.fortcampbellcourier.com> ; <http://local.yahoo.com/results> ;

<http://yellowpages.superpages.com> ; <http://www.kentuckynewera.com>;

<http://www.theleafchronicle.com>

Q. I will soon make a large purchase (i.e. house or automobile). Who can review my contract for me?

A. Consumer Affairs counselors are here to help with your needs by providing consultations, resources, guidance, and advocacy to all members of the Army Family. Services are provided on a walk-in bases, no appointment is necessary. The CAO is located at building 5662, Screaming Eagle Blvd and can be reached by calling (270) 798-5528.

CAO provides assistance with consumer complaint resolution and mediation. CAO maintains a database of all consumer complaints and provides clients with complaint history on all local businesses. Consumer Affairs also provides assistance with pre-purchase advice on large purchases, credit reports, and other areas of consumer awareness. CAO encourages consumers to have all contracts reviewed prior to signing. They also provide information on market trends.

Q. I am retired, and lost my ID card. What do I need to do?

A. Two forms of valid state/federal ID are required. Visit the ID Card section at 2577A Screaming Eagle Blvd. Hours of Operation: 7:30 am - 3:45 pm Monday-Friday, open during lunch hours. The Chief of the ID Card section can be reached at 270-956-1005 or 270-798-2424 should you require more information.

Q. I am the spouse of a retiree, and my ID card has expired. What do I need to do?

A. You will need a power of attorney stating that you are authorized to sign for DEERS/ID Cards or a signed DD Form 1172 by sponsor, or your spouse must accompany you, unless you are the sponsor.

Two forms of valid state/federal ID are required. Unfortunately, an expired Family Member ID Card is no longer valid when expired.

Q. I am a family member and lost my ID/ID expired. What do I need to do?

A. You will need a power of attorney stating that you are authorized to sign for DEERS/ID Cards or a signed DD Form 1172 by sponsor, or your spouse must accompany you, unless you are the sponsor. Two forms of valid state/federal ID are required.

Q. I am a family member and my husband is deployed. My ID card expired. What do I need to do?

A. You will need a power of attorney stating that you are authorized to sign for DEERS/ID Cards or a signed DD Form 1172 by sponsor. Two forms of valid state/federal ID are required.

Q. I'm on orders to Fort Campbell. How do I get there?

A. The closest airport to Fort Campbell is Nashville, which is about 45 minutes away. There are two, 24 hour shuttle services that will transport service members to and from Fort Campbell, Ky.

Jarmon Ft Campbell Clarksville 170 Holiday Drive, Clarksville - (931) 648-1411

24 Hour Clarksville Airport shuttle 2335 Madison St, Clarksville - (931) 237-2699

If you are driving, Fort Campbell is located on the border of Kentucky and Tennessee, at Exit 86 on I-24.

Q. I need to find/contact a Soldier on Fort Campbell. What should I do?

A. There is no comprehensive source for e-mail addresses or phone numbers of Soldiers. Additionally, military regulations and the Privacy Act of 1974 prohibit the military from providing home addresses or telephone numbers of service personnel.

11/16/2010

Q. Must I be in uniform to sign out on Permissive Temporary Duty (PTDY)?

A. No

Q. What websites and facebook pages can I visit to help me locate information about Fort Campbell?

A. There are SO many facebook pages, it would be nearly impossible to list them all. The key ones are:

The Official website for Fort Campbell Army Family Housing, Single Soldier Housing and Off-Post Housing. <https://www.housing.army.mil/ah>

Fort Campbell: <http://www.facebook.com/FortCampbell> Housing Services Office

Fort Campbell: <http://www.facebook.com/FortCampbell>

101st Airborne Division: <http://www.facebook.com/101st>

Fort Campbell Courier: <http://www.facebook.com/fortcampbellcourier>

BACH: <http://www.facebook.com/BACH.Fort.Campbell>

MWR: <http://www.facebook.com/FortCampbellMWR>

Campbell Crossing: <http://www.facebook.com/CampbellCrossing>

Many Brigades also have their own pages; links should be available from the 101st or Fort Campbell facebook pages.

Other favorites are:

<http://campbell.army.mil/> – Official Fort Campbell page, includes newcomer's info and a PDF version of the phone directory

[www.fortcampbellmwr.com/](http://www.fortcampbellmwr.com/) - Fort Campbell MWR site

<http://www.campbell.amedd.army.mil/> - Blanchfield Army Community Hospital site

<http://www.militaryonesource.com/> – A comprehensive list of help for every topic imaginable