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COMMANDER, NAVY INSTALLATIONS COMMAND
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CNIC INSTRUCTION 11103.1

From: Commander, Navy Installations Command

Subj: NAVY HOUSING REFERRAL SERVICES

Ref: (a) DoD Manual 4165.63-M, DoD Housing Management, October 2010
(b) OPNAVINST 5009.1
(c) CNICINST 5009.5
(d) CNICINST 11103.2
(e) CNICINST 11103.4
(f) CNICINST 11103.7
(g) CNICINST 11103.10
(h) CNICINST 11103.11
(i) DUSD (I&E) memo, "Overseas Housing Requirements", of 21 Nov 08
(j) Joint Federal Travel Regulations, Volume 1, 5-D
(k) DoD Instruction 1300.24 of 1 December 2009
(l) SECNAVINST 5350.16A
(m) OPNAVINST 1754.1B

Encl: (1) Housing Referral Guidelines
(2) Community Housing Acceptability Criteria

1. Purpose. To provide Navy policy for the establishment and operation of Navy Housing Referral Services (HRS) in accordance with references (a) through (m).

2. Background

a. The Navy is committed to minimizing hardships on members relocating to their new duty station and to provide high quality referral services as they execute their Permanent Change of Station (PCS).

b. Enclosure (1) provides amplifying guidance on the operation of the HRS. Enclosure (2) provides guidance on evaluating acceptability of community rental housing.

3. Policy

a. The goal of the HRS is to assist eligible personnel in locating safe, suitable and affordable housing. Staff of the Housing Service Centers (HSCs) will be the lead in providing information regarding housing options, whether in person, telephonically or electronically, to all incoming and outgoing members. HSCs must be proactive in their efforts to communicate current, up-to-date housing information to all eligible personnel. This includes information on Public Private Venture (PPV) housing; government owned or leased units; community assets; local cost savings programs; and other pertinent information depending upon installation requirements. In overseas and foreign locations, HSCs will also provide information regarding anti-terrorism and force protection (AT/FP) requirements and disaster management.

b. A Housing Requirements Market Analysis (HRMA)/1523 (FH) or R-19 (UH) reports are required to support retention, acquisition, revitalization or divestiture of government owned, leased or privatized units as outlined in reference (g). Consideration must be given to housing requirements included in Status of Forces Agreements (SOFAs) in foreign locations before actions can be initiated to retain, acquire, revitalize or divest units provided by foreign governments.

4. Responsibilities

a. Commander, Navy Installations Command (CNIC) is responsible for:

(1) Ensuring that the provision of the HRS program is implemented in accordance with references (a) through (m).

(2) Issuing implementing guidance, e.g., desk guides, policy letters, etc., for operating the Navy HRS program.

(3) Provide program management, oversight, funding and policy necessary to operate a fully functional HRS operation.

(4) Identify requirements and program FHN funding to support the HRS program.

(5) Establish annual program goals and objectives in accordance with the Command's strategic objectives.

(6) Providing webmaster assistance, guidance and support to develop and/or provide an integrated multi-based information system that leverages current technology in accordance with CNIC standards.

b. Region Commanders (REGCOMs) are responsible for:

(1) Providing oversight and assistance to Installations in the administration and implementation of the HRS program.

(2) Ensuring HRS annual requirements are included in the Installation's annual Family housing (FHN) budget submission.

(3) Monitoring the progress, usage and effectiveness of the HRS program. Ensure consistency of programming through the respective Areas of Responsibility.

c. Installation Commanding Officers (COs) are responsible for ensuring the HRS program is fully implemented by the HSC staff at the installation.

5. Action

a. CNIC shall:

(1) Administer, budget and finance the HRS program. Budget guidance shall include direction for training, supplies, vehicles, phones, etc. required to support the HRS program.

(2) Monitor the progress, usage and effectiveness of the HRS program, implementing modifications, corrections or improvements as required.

(3) Establish annual program goals and objectives in accordance with CNIC's strategic objectives.

(4) Provide webmaster assistance, guidance and support to develop and/or provide an integrated multi-based information system on the internet.

b. The REGCOM shall:

(1) Appoint a Region staff point of contact as a primary touch point to CNIC for all referral actions.

(2) Review Installation housing budget submissions for completeness and accuracy of staffing, training and supply requirements.

(3) Implement modifications, corrections or improvements as required; advise CNIC to ensure Navy-wide awareness of changes or improvements.

(4) Assist in the development and implementation of combined or comprehensive training and marketing efforts designed to provide maximum information to customers concerning PPV initiatives and referral programs.

c. The Installation CO shall:

(1) Communicate current housing information to eligible personnel, command departments and local community organizations.

(2) Develop and implement comprehensive training and marketing efforts to provide information to customers concerning PPV initiatives and referral programs.



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HOUSING REFERRAL GUIDELINES

1. Core Value. The core value of the Housing Referral Service (HRS) program is to provide the highest quality of customer-focused housing services that are proactive, well marketed, and communicated so customers know the full range of housing services and support that are available. In addition, the HRS program should help reduce the stress of making living arrangements at the new duty location.

2. Scope of Navy Housing Referral Services. This instruction applies to all Navy Installations and Joint Region or Joint Base Installations, where Navy is the lead service, with accompanied and unaccompanied military personnel assigned who are authorized to live in Government owned or leased quarters, Public Private Venture (PPV) or community housing. Authorized personnel also include:

a. Department of Defense (DoD) civilian and DoD-sponsored contractor personnel and their dependents; U.S. Hire/CONUS Hire and/or local hires civilians and DoD-sponsored contractors in foreign locations; military retirees and reservists CONUS and OCONUS; Department of Defense Dependents School (DoDDS) educators; other U.S. DoD civilian or DoD-sponsored personnel in foreign locations entitled to an Overseas Housing Allocation (OHA) or a Living Quarters Allowance (LQA); and designated caregivers, who are referred by their Navy Safe Harbor Non-Medical Care Manager, for military members wounded, injured or with an illness that prevents him/her from providing self support.

b. Non-DoD Personnel. Coast Guard personnel, non-military uniformed personnel of the National Oceanic Atmospheric Administration, the U.S. Public Health Service, personnel of the Red Cross, United Services Organization (USO) and other civilian employees (e.g., U.S. or third-country national bank and key contractor personnel) serving on DoD military installations in foreign countries or U.S. territories and possessions.

c. Foreign Nationals. Where a specific agreement exists between a foreign government and the U.S., foreign nationals will be provided housing services by the terms of that agreement for that particular country. In the absence of such an agreement, those in the Personnel Exchange Program (PEP), Foreign Military Sales (FMS), trainees in the International Military Education and Training (IMET) program, or enrolled in

military colleges/educational facilities, are eligible for referral and/or assignment to government owned, leased or privatized housing in accordance with references (c) and (d).

3. Freedom of Choice in Selection of Housing Accommodations

a. Personnel authorized Basic Allowance for Housing (BAH) or Overseas Housing Allowance (OHA) shall retain freedom of choice in the selection of private accommodations. Members may elect to reside in government owned or managed units; privatized housing; or, on the local economy. HRS counselors will ensure members are aware of all options available at their location and provide assistance to allow members to locate suitable and affordable housing quickly.

b. In overseas locations, in accordance with reference (i), consideration must be given to requirements of the Status of Forces Agreements (SOFAs) and local customs and laws of the Host Nations. Unless restricted by the SOFA where Host Nations provide on-base housing to meet all of the installations' housing requirements, the Navy shall rely on private sector housing where the OHA is provided as reimbursement for housing costs. Exceptions in overseas location are those situations where competent authority has imposed restrictions due to health and life safety, or sanctioned due to validated discrimination complaints. In addition, mandatory assignment to "government controlled" housing is allowed to ensure maximum utilization, but shall not be used to retain excess inventory.

4. Establishment of the Housing Referral Services (HRS) Program. The HRS program will be established within the Fleet and Family Readiness Program (N9) at the Headquarters, Region and Installation levels, where required or as feasible to do so. In foreign locations or at relatively small Installations, combination of services and programs is authorized; however, strict adherence to all fiduciary limitations or SOFA requirements is mandatory. HRS should be properly staffed by well trained and customer friendly personnel. Staffing levels shall be initially developed by the Installation and validated by the Region based on location, workload, requirements, etc., and forwarded to CNIC as part of the annual housing budget process.

5. Funding and Accounting. The total costs of the Navy HRS program (labor, vehicles, child safety seats, training, supplies, etc.) are chargeable to the Family Housing, Navy (FH,N) management account (BP-11) administered by CNIC, except

in foreign locations where combination of services and programs is authorized due to SOFAs.

6. Functions of the Housing Referral Service, will, at a minimum, require and/or include:

a. The HSC staff will provide all housing information and relocation assistance to incoming and outgoing members. This can be accomplished in person, by telephone or electronically or by coordination with other supporting organizations at the Installation (e.g., Fleet and Family Support Center (FFSC), Personnel Support Detachment (PSD), household goods (HHG), etc.).

b. Counsel eligible members on services offered by the HSC within each location. This includes, but is not limited to:

(1) Availability of Government owned/leased units, privatized and community assets; commute times; review of leases as outlined in paragraph 6.f.; lease negotiations to ensure rental prices reflect current market conditions, unit condition discrepancies or maintenance/repairs required are clearly identified prior to move in, etc.; assistance with utility hookups/deposits; showing services in foreign locations and where required in CONUS; home buying/selling; property management; listing of personally owned property; landlord/tenant mediation (PPV and community) outlined in paragraph 6.i.; etc.

(2) Information on various cost savings programs offered by either the HSC, other departments within the Command or private sector entities. This includes the Rental Partnership Program (RPP), Utility Deposit Waiver Programs, Volunteer Realtor Program, etc.

(3) Information and referral regarding local Government programs such as Housing and Urban Development (HUD) and other subsidy programs; Command programs such as the Exceptional Family Member Program (EFMP), Wounded Warrior, Sponsor Program, etc.

(4) Where applicable, process applications for government owned, leased or privatized housing in accordance with references (c), (d), and (h). Advise members of wait list management including projected unit availability and of DoD policy regarding the identification, assignment and access restrictions pertaining to registered sex offenders.

(5) List of appropriate web sites for Installation information; school ratings; crime statistics; local economy; community, Command and Housing programs; etc.

(6) Assist members displaced by landlord foreclosures. Provide overall information on the Homeowner Assistance Program (HAP) and refer members to the appropriate department responsible for the program. Members displaced by foreclosure can be eligible for and authorized a local move into government owned/leased or privatized units as directed by reference (j).

c. Develop and coordinate counseling and referral services for all eligible outgoing members as to the services offered by the gaining HSC. Include information concerning availability of units; current wait times; community assets and costs; web links; points of contacts; etc.

d. For installations with Privatized Family Housing, PPV partners will be afforded opportunities to discuss availability of PPV units with all interested incoming members. Referral counselors will be knowledgeable of waiting times for all privatized housing in their geographical area and shall become familiar with incentives offered in housing areas with immediate availability.

e. Obtain, maintain and validate short and long term rental and sales listings.

(1) The Automated Housing Referral Network (AHRN) (for CONUS locations and Hawaii) and the enterprise Military Housing (eMH) Referral Module (for OCONUS locations) will be the mandatory Navy tools for listing rental and sales properties. Installations shall ensure all information required by these programs is obtained and included in each program.

(a) Properties will be inspected upon initial listing. Inspections shall meet minimum acceptability requirements outlined in enclosure (2). Listings will be re-inspected a minimum of every 3 years, as the market dictates, or as required by changes in the building status. Members may request inspections due to safety, security, cleanliness or to mediate/validate landlord/tenant issues.

(b) Listings shall indicate handicap accessible properties or units that meet the Americans With Disabilities Act (ADA) or local foreign country code requirements to better serve those in the EFMP or Wounded Warrior program or if the HSC is located near military or civilian medical facilities and rehabilitation centers outlined in reference (k).

(c) Listings should also contain short-term leases (less than one year) to accommodate members with temporary housing needs, or for those stationed in the area for educational/training purposes.

(d) Listings should be within a one-hour commute of the Installation during normal rush hour travel times and/or within other limits imposed to satisfy mission requirements.

(2) Contact, coordinate and network with property owners, landlords, and others who list rentals/sales in local newspapers, rental guides and other media on the free listing services provided by the HSC/Installation HRS. Contact can be accomplished by advertisements in local newspapers, phone calls, site visits, e-mail, or other means.

f. Lease Agreements:

(1) Referral counselors at U.S. locations (including Guam and Hawaii) will advise members on the Servicemembers Civil Relief Act (SCRA), 50 U.S.C. App §§ 501-596, as a condition of lease signing. Where appropriate, or as required, the Military Clause will be revised to reflect these conditions. In foreign locations, leases will include caveats which allow eligible personnel to relocate due to receipt of PCS orders to base housing, another duty location, long term temporary duty, etc.

(2) For foreign locations, use of pre-approved U. S. leases is authorized to ensure host nation laws, along with the rights of the members and landlords, are thoroughly protected. Use of a standardized local lease may also be used provided they include all provisions required by U.S. or SOFA agreements and has been approved by the base legal department.

(3) Referral counselors should be knowledgeable of overall lease requirements for their location such as landlord/tenant rights and responsibilities (prompt payment of rent/fees, notice to vacate, renters'/homeowners' insurance, maintenance and cleanliness, completion/submission of unit condition assessment forms, costs for damages, etc.). For specific legal matters, counselors should encourage HSC customers to seek legal counsel to ensure their rights are fully protected.

g. Discrimination. Federal legislation defines discrimination as an act, policy, or procedure that arbitrarily denies equal treatment to individuals because of race, color,

religion, national origin, sex, age, disability, or familial status.

(1) Within the United States:

(a) Federal legislation prohibits discrimination in housing as outlined in reference (1). A suspected discriminatory act in violation of Federal law, with or without the filing of a formal complaint, will begin an investigation by HRS personnel within five working days of receipt of such information. Members should be advised they may also report acts of discrimination directly to their chain of command, base legal office or Fair Housing Authority.

(b) State/Local Legislation. Many state/local jurisdictions have enacted housing discrimination laws which include factors other than race, color, religion, gender, age, familial status, disability, or national origin. When a suspected discriminatory act is not within the federal jurisdiction but is in violation of state/local laws, the HRS will provide the individual with information on state and local offices which will investigate and process the complaint.

(2) Outside the United States. Upon receipt of information on suspected discriminatory acts, the Commanding Officer will consult the Staff Judge Advocate to determine if investigative action is appropriate and whether Host Nation laws prohibit such acts and address them accordingly.

(3) Housing employees shall conduct all housing activities in a manner which is free from discrimination, and in a manner which provides equal opportunity and treatment for all personnel regardless of their race, color, religion, national origin, gender, age, disability, or familial status. Investigate and report all alleged discrimination acts. Take appropriate actions to mitigate complaints and/or coordinate sanction actions with the local Command; follow up to ensure completion of all required actions.

(4) Housing counselors shall advise members of their rights as outlined in reference (1). Members will be counseled to report any indication of discrimination against them in their search for housing.

(5) Maintain listing of housing and agents against which restrictive sanctions have been imposed by the Commanding Officer of the Installation. Restrictive sanctions shall be imposed for a minimum of 180 days and shall continue until the

agent for the facility has agreed in writing to a policy of nondiscrimination. Restrictive sanctions are effective against the agent, the identified facility, and all other facilities owned or operated by the agent. All personnel reporting to the housing office for housing referral assistance shall be provided with a copy of the restrictive sanction list and shall acknowledge, by signature, receipt of the list. Units listed in eMH or AHRN shall be removed during the sanction period.

h. Establish and maintain a close and cooperative relationship with military and civilian resources. The HSC shall participate in and/or conduct briefings/training for the partnerships established to communicate and educate all concerned on military culture, challenges, program dynamics and needs. These resources include, but are not limited to:

(1) Fleet and Family Support Centers (FFSC), Navy Relief, Chaplains, Red Cross, Navy Legal Assistance, Ombudsman, Navy Spouse Clubs, Navy Lodge, Personal Property/Household Goods (HHG)/Traffic Management Office (TMO), Personnel Support Detachments, Police/Fire Departments and other DoD components and military services.

(2) Commanding Officers, Executive Officers, Command Master Chiefs, Ombudsmen, and other departments such as Personnel Support Detachments (PSDs), Personal Property/(HHG)/(TMO), and others to ensure their awareness of various programs and/or services the referral program provides to members relocating to or from the area.

(3) Connection should be made with the FFSC to ensure all HRS counselors are provided with vital information on the various services or programs provided through their FFSC as outlined in reference (m):

(a) This may include school lunch programs; Relocation Assistance Program (RAP); Command Sponsor Program; Exceptional Family Member Program (EFMP); Emergency Preparedness/Response; Homeowner Assistance Program (HAP); Sexual Assault Prevention and Response (SAPR); financial counseling and others depending on size and location of the Installation/staffs. In addition, the HSC will provide the FFSC department information on various HRS services and programs available to members (RPP, utility deposit waiver program, showing services, etc.) for inclusion in the RAP, welcome aboard packages and any counseling sessions.

(b) Ensure non-duplication of services and programs that are otherwise available to and accessible by personnel and family members. Close coordination with FFSC and other departments is required to ensure program requirements are fully understood, implemented and appropriately marketed.

(4) Network with community support organizations such as School/School Boards or Installation School Liaison Officers, Utility Companies, Police/Fire/Safety, Social Services, Transportation, Local Housing Authority, Building Inspection/Code Enforcement, Motel/Hotel Associations; Mortgage Banking/Lending Institutions, Local Media, property owners, Apartment Owners Associations, Board of Realtors, Chamber of Commerce and others, after appropriate authorization from the command staff, e.g. PAO, CO, etc.

i. HRS counselors are an available resource for mediating complaints between the landlord and the resident. When complaints are received and prior to becoming involved, counselors must ensure that the landlord and resident failed to resolve the problem on their own. Housing counselors may provide mediation services at the request of the military member (resident) or landlord. Counselors will advise:

(1) Community/RPP Residents/Landlords. Members residing in community or RPP housing will be advised that the first approach is to work through the landlord to resolve issues in accordance with the lease agreement or RPP guidelines. If the member and/or landlord all efforts have been exhausted to achieve a fair settlement, the referral counselor or Housing Installation Program Director may provide assistance for issue resolution. If the issue is not resolved, the Landlord/Resident will be advised to seek other resources for possible resolution, including Command assistance, formal mediation or legal action. The HRS Counselor will forward all information to the appropriate department for further investigation and action, if appropriate. The referral counselors may provide assistance and/or additional information to all parties.

(2) PPV Residents. Residents residing in PPV units will be advised that their first approach is to work through the Partner to resolve issues in accordance with the guidelines established in the Resident Handbook. If the resident has exhausted all efforts to achieve a fair and reasonable solution, the Navy referral counselor will provide assistance. If a mutual agreement cannot be reached, the Resident will be counseled to seek other resources for possible resolution.

j. Implement programs designed to assist members in reducing out of pocket expenses. This includes, but is not limited to:

(1) Rental Partnership Program (RPP); Utility Deposit Waiver Program; Volunteer Realtor Program; Housing and Urban Development (HUD) programs and Homeowners Assistance Program (HAP), etc. HUD and HAP programs do not apply to overseas locations.

(2) Every effort must be made to develop the above program initiatives at each location. Housing personnel must liaise with other Command departments, local government and community organizations to obtain additional information on various programs not directly managed by the HSC which are available to assist members relocating to the area. Establishment of the aforementioned programs is required; detailed documentation is required to indicate reasons the programs cannot be fully vetted at each Installation and shall be validated by the Region/CNIC.

k. Require HSC endorsement and provide referral services to all single members (E5) currently residing in the barracks who wish to reside in the local community.

l. Ensure military members are aware of the maximum BAH or OHA benefits. Counseling should include members' awareness of BAH/OHA payments for rent, allotment options, average utilities costs and renters/homeowners insurance for community homes. Information concerning BAH and PPV homes shall be included in counseling sessions, etc., as well as be provided to FFSCs for inclusion in Welcome Aboard Packets.

m. In addition to the functions outlined in 6.a through 6.1, overseas and foreign locations will provide:

(1) Freedom of choice in selection of community housing shall be retained by the individual unless otherwise directed by SOFAs or Command required mandatory assignment, in accordance with reference (i). However, members must negotiate all leases through the HSC in order to receive OHA/LQA and, in most instances, loaner furnishings. This is to ensure rents are proper for the unit's location, size, condition and other factors imposed by the Installation. This will protect the member against improper use of the OHA/LQA for "personal services" such as cleaning or maid services; inclusion of personal preferences such as installation of pools, garages, storage, cable, spas, etc. which are prohibited by the Joint

Federal Travel Regulations (JFTR) and/or Department of State (DOS) regulations. The HSC will coordinate with base legal department to ensure lease contracts meet the intent of the host nation and U.S. laws governing rentals and OHA payments.

(2) Additional services such as showing services, lease negotiation, language translation, arranging for utility/phone hookups, etc. Every effort will be made to ensure members understand their roles, responsibilities and the timeframes required for each aspect of moving and living in overseas and foreign locations and laws governing specific aspects of conduct (e.g., tenant rights). In foreign locations, translation services will not be provided for member's personal matters but limited to issues related to their housing needs (e.g., maintenance requests, utility outages).

(3) Ensure all eligible members are aware of maximum OHA/LQA benefits (rent and utility/maintenance payments). For civilians, provide information regarding overseas housing allowances as authorized by the JFTR and/or DOS regulations. For U.S. territories, ensure authorized members are aware of the tax free Cost of Living Allowance (COLA). In foreign locations, civilians receive a tax free Post Allowance (PA). Advise all authorized members requesting referral services that the COLA and PA benefits are used to offset the high cost of living in the area, including housing. Information concerning OHA and COLA payments shall be included in all Welcome Aboard Packets, counseling sessions, etc.

(4) Aggressively pursue and initiate cost savings programs similar to CONUS (see paragraph 6.b and 6.j.). Establishment of various programs is required; detailed documentation is required to indicate reasons the programs cannot be fully vetted at each Installation and shall be validated by the Region/CNIC. Efforts must be made to reduce TLA times/costs. Implementation of cost savings programs will eliminate the need for advance pay and loans, therefore reducing the number of days required for TLA.

(5) Administer the TLA program and ensure payments are kept to a minimum. TLA is authorized to partially reimburse a military member for more than normal expenses incurred while occupying temporary lodging as outlined in reference (k), Chapter 9, part C. Service members usually receive TLA upon initial arrival in OCONUS and foreign locations; immediately after vacating government, privatized or community housing to execute a PCS move; and, when a member must vacate permanent

quarters for reasons beyond their control, either permanently or temporarily. Housing Referral counselors will:

(a) Determine/validate the need for member and/or dependents to receive TLA payments, either upon arrival or departure or other authorized reason;

(b) Ensure member is thoroughly familiar with TLA entitlement requirements and limitations;

(c) Establish procedures to obtain, complete and submit required documentation, including government forms and necessary statements, receipts, etc.

(d) Maintain accurate and detailed records of TLA application/approval and related actions of the housing and disbursing offices.

(e) Review TLA program annually to ensure compliance with governing directives, efficiency of administration and quality of service to military members.

n. Utilize technology to the fullest to provide service to members around the world.

(1) The use of eMH modules for all aspects of the reception and referral modules is required. All information required by these modules will be inputted.

(2) For CONUS and Hawaii, use of the Automated Housing Referral Network (AHRN) for rental and sales listings is required. OCONUS locations will continue to use eMH for listings.

(3) Ensure Installation web sites are well-maintained and updated as required. In addition, ensure the DOD premier web sites for housing and all other information (Military One Source and Navy One Stop) is updated to reflect the most current housing information.

o. The use of the Referral/Move In Survey is required as outlined in the CNIC Desk Guide, Referral/Move-In Survey. Review survey results; develop and implement action plans to address/improve customer satisfaction with the referral program and processes; request changes to questionnaire annually to ensure the survey reflects program requirements.

7. Program Changes. Continually assess market and/or program changes. Incorporate changes to processes, programs, policies or improvements as they occur locally, Regionally or Navy-wide.

COMMUNITY HOUSING MINIMUM ACCEPTABILITY CRITERIA

Housing units that do not meet the acceptability criteria outlined in reference (d) shall not be considered as assets that meet the military housing needs. The responsibility for determining acceptability for location and condition rests with the Installation Housing Authority. However, reference (d) section 1.c.(4) and this enclosure provide guidelines for minimum acceptability:

1. Location

a. Within 1-hour commute by a privately-owned vehicle during normal commuting hours, or within other limits to satisfy mission requirements.

b. Not in an area, subdivision or housing complex designated by the Commanding Officer as "unacceptable for health or safety reasons or included on a sanctions list."

c. In an area determined by zoning authorities for residential occupancy.

2. Condition

a. Well maintained, clean, structurally sound and does not pose a health, safety or fire hazard. Meet local community life, health and safety standards for natural light, ventilation and egress from all habitable rooms. It must include fully operational smoke and carbon monoxide detectors and other safety features as required by State, Federal and Local codes.

b. Is a complete unit with private entrance, bathroom and kitchen for the sole use of its occupants. The kitchen, bathroom, living room and the bedrooms can be entered without passing through bedrooms. The kitchen has stove and refrigerator connections, and space for food preparation. At least one bathroom has a shower or bathtub, lavatory and flushable toilet.

c. Include air conditioning or similar type cooling system. Include permanently installed, adequately vented, heating system. Heating and/or air conditioning systems may not be required in tropical climates or in geographic areas where heating/air conditioning systems are not historically included in construction practices or where not required by State, Federal or Local construction criteria.

d. Adequate electrical service to meet demands and required by State and Federal code.

e. Include washer/dryer connections in the unit or accessibility to laundry facilities in close proximity and located on the premises.

f. Include hot and cold running potable water. In some foreign areas, construction standards for community housing do not provide for potable running water. In such places, hot and cold running water shall be provided and a continuous supply of potable water shall be made available.

g. Sufficient sanitary and sewage disposal facilities.