



## RPP Landlord Documents

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**INSTALLATION:** \_\_\_\_\_  
**PHONE:** \_\_\_\_\_  
**EMAIL:** \_\_\_\_\_  
**WEBSITE:** \_\_\_\_\_

# Landlord Frequently Asked Questions

## What are the benefits for the Landlord when participating in RPP?

The Landlord can expect:

- Expanded marketing (inclusion in Automated Housing Referral Network (AHRN), listing of RPP properties given to Service members, etc.) of the property by the Housing Service Center (HSC).
- Applicants must have permanent orders for the minimum negotiated lease period at the arriving duty station.
- Rent must be paid by allotment.
- Eligibility for housing verified through the HSC.

## What is RPP Housing?

The RPP is designed to provide military personnel, enlisted and officers, with affordable off-base housing. This program is governed by an agreement between the Landlord and the local Installation Commanding Officer (CO) or Housing Installation Program Manager (HIPM).

This program exists to ease the transition for our military personnel relocating under orders and to help defray some of the costs incurred with moving. Service members receive reduced rental costs, pay reduced or no security deposit and administrative fees. Credit checks are minimal as applicants are approved based on End of Active Obligated Service (EAOS), Projected Rotation Date (PRD) and drawing Basic Allowance for Housing (BAH) or Overseas Housing Allowance (OHA). Applicants must have permanent orders to the area.

This program permits communities to voluntarily obligate apartments, houses or townhouses for rent to military personnel. Housing units which are offered to the RPP are evaluated and qualified to meet the Navy's minimum standards by the HSC.



**Contact Your Local Housing Service Center**  
[www.cnic.navy.mil/housingquickreference](http://www.cnic.navy.mil/housingquickreference)

## **How does the Landlord collect rent?**

The Service member must initiate rent payment by allotment.

## **Can a Landlord change the rent based on a Service member's rank?**

No, there is an established RPP rate that is not based on rank.

## **When can a Landlord refuse to rent to a Service member?**

Service members can be turned down if a bad reference has been received from a previous Landlord. They cannot be turned down for poor credit.

## **Are RPP properties inspected?**

All RPP properties must be inspected for adherence to program requirements by the local HSC. Additionally, the Service member and Landlord are responsible for doing a move-in and move-out inspection. For apartment complexes, the HSC will inspect one unit of each type/size as well as inspect all common areas including club house, play areas and grounds. If it is a single family unit, the HSC will walk through the entire home and property.

## **What happens if the property fails to meet the RPP Inspection Criteria?**

If the property initially fails the inspection or has been found to have deficiencies, the Landlord has the opportunity to fix any problems. Once the problems have been fixed, the Landlord can reschedule an inspection. If the property passed the re-inspection and passes other requirements, it will be added to the RPP program. If it fails on first inspection, it will be reinspected within 30 days. If second inspection fails, the Landlord must wait six months to reapply for the program.

## **What happens after the lease expires?**

At the end of the initial lease period, the Service member can extend on a month-to-month basis or can opt to sign a new extended lease (state and local laws may supersede mutual agreement). The Service member may terminate the lease with Permanent Change of Station (PCS) orders, deployment for more than 90 days, retirement, discharge or a mutual agreement between the Service member and the Landlord. In the case of PCS orders or deployment, an official letter or copy of orders must be presented along with a 30 day written notice (or notification timeframe specified in applicable local, state and Federal law).

## **What happens if the Service member receives orders during their lease?**

If the Service member receives orders in excess of 90 days and is transferred from his current permanent duty station (per the Service Members Civil Release Act), the Service member may terminate the lease before the end of the lease period under the military clause. The Service member must present a copy of their orders to the Landlord along with a 30 day written notice.

## What if the Landlord has a complaint with the Service member?

The Landlord may contact the HSC directly if they are having difficulty resolving a problem with the RPP lease, RPP property or other Landlord/tenant dispute. The HSC will perform Issue Resolution Services as an independent third party.

## What is the process to evict a Service member?

Evictions are at the discretion of the Landlord. All state/local laws must be adhered to and the HSC must be notified of any pending evictions. Upon notice, the HSC will perform Issue Resolution Services as an independent third party.

## What if the Service member leaves owing money?

Should the Service member leave owing money, the Landlord can present to the HSC an itemized list of charges owed to the Landlord. This list must contain a final total and the Landlord's signature. The HSC will assist the Landlord by forwarding documentation to the Service member's Command. Per paragraph 2.b of the MILPERSMAN, the extent to which Installation Commanding Officers may cooperate with creditors is limited to administrative referral of correspondence to the Service member. If the Service member is separating from the service and leaves owing money it will be up to the complex to use their normal collection procedure, using state and local laws.

The Landlord is not covered by the Fair Debt Collection Practice Act unless he/she turns the debt over to a third party debt collector. If debt is turned over to a third party debt collector, the debt collector is not allowed to contact the Navy and the debt will not be forwarded to the Command unless the Landlord receives a judgment against the Service member in state court. If the judgment is received and then forwarded to the Navy, the matter will be referred to the Service member (or his/her Command) who may then be counseled on the ramifications of failure to pay just debts.

## Definition of Common Terms

**Administrative Fees/Application Fees:** Additional fees that are collected by a Landlord, but do not go towards rent. These fees are not allowed as part of the RPP.

**Background Check:** May include a criminal background check, work history and rental history, but may not include a credit check.

**Credit Check:** A search of person's credit history, usually a credit score.

**Reservation Fee:** A deposit of up to \$250 collected by the Landlord to hold housing for an applicant. This fee must be put towards the first month's rent. This fee will be returned in full if the Service member does not qualify for the housing. The fee will be forfeited if the Service member qualifies for the housing, but does not accept.

**Surety Bond:** Purchased for a small fee from a third party, it guarantees the landlord payment of any damages at the end of the lease. Surety bonds are usually a small fraction of a security deposit alleviating the burden of coming up with a full security deposit (often 1-2 months rent) prior to move-in. The fee from a surety bond is not returned at the end of a lease.



**INSTALLATION:** \_\_\_\_\_  
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# Participation Letter

Date: \_\_\_\_\_

Housing Service Center  
Attn: Housing Installation Program Director  
P.O. Box \_\_\_\_\_  
Command Name (City, State and Zip Code)

RE: Landlord/Complex Name/Management Company Address: \_\_\_\_\_

Command Name \_\_\_\_\_ Housing Installation Program Director:

Thank you for the opportunity to participate in the Navy Rental Partnership Program (RPP). We would like to offer the following units into the program:

# BEDROOMS/BATHS: _____	MARKET RATE: \$ _____	RPP RATE: \$ _____	# UNITS OFFERED _____
# BEDROOMS/BATHS: _____	MARKET RATE: \$ _____	RPP RATE: \$ _____	# UNITS OFFERED _____
# BEDROOMS/BATHS: _____	MARKET RATE: \$ _____	RPP RATE: \$ _____	# UNITS OFFERED _____

**ADDITIONAL CHARGES:** Washer/Dryer fee: \$ \_\_\_\_\_ Monthly Pet fee: \$ \_\_\_\_\_ Non-refundable Pet fee: \$ \_\_\_\_\_

APPROVED RPP CONTRACT SIGNATORY: \_\_\_\_\_

If you have questions in regard to this offer, please contact \_\_\_\_\_ (Contact Name) at:

Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_ Fax Number: \_\_\_\_\_

I may also be reached at the following forwarding address: \_\_\_\_\_.

Thank you for considering our property as a home for military personnel and their families.

Sincerely,

**X** \_\_\_\_\_

Signature and Printed Name



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## Landlord Requirements

The RPP places several requirements on the Landlord and properties to participate:

1. Must accept rent paid by allotment via the Personal Support Division or through a Housing Service Center (HSC) approved allotment company.
2. A reduced or waived security deposit. If state or local laws allow the use of surety bonds, they can be used to satisfy this requirement.
3. Must charge a monthly rental rate that is below market rates.
4. A reservation fee up to \$250 is allowed to hold a home, if applied towards the first month's rent. If for some reason the Service member does not qualify, the fee will be returned. The fee will be forfeited if the Service member qualifies for the housing, but does not accept.
5. No administrative fees. Background check fees may not exceed \$50 per applicant. A background check may include a criminal background check, work history and rental history, but may not include a credit check. If the Service member does not meet the Basic Allowance for Housing (BAH) or Overseas Allowance for Housing (OHA) requirements, it is at the Landlord's discretion to use additional financial information, including that of spouses and roommates. A credit check fee may apply to the spouse or the roommate.
6. The monthly rental rate shall include all appliances, amenities and services normally provided to tenants in the same complex at no additional charge. The Landlord may charge a pet deposit and/or fee and other fees per their own policies only if not normally included to other tenants.
7. The HSC must provide a Verification of Eligibility to the Service member. Landlord cannot deny occupancy of the rental unit due to a negative credit history.
8. Cannot refuse to rent to any rank at the agreed upon RPP rental rate.
9. Must fully comply with the Service Members Civil Relief Act (SCRA) and all applicable state and Federal laws.
10. Landlord must provide a copy of the lease to the HSC.



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# Rental Partnership Program (RPP) Logo: Style Guide for Branding – Version 1

**IMPORTANT:** This logo is vector artwork. Never disassemble or recreate this logo.

## THE RPP LOGO MUST BE READER FRIENDLY AT ALL TIMES!

This logo includes a “SAFETY AREA” that shows as a dashed line on right (this line does not print). Do not crop the logo inside other applications. The logo should always be used as one complete graphic.

The background color of the logo should always be white or a light tint of color. Do not screen artwork or photos behind the logo safety area.

Never reproduce the logo less than 30% of the original size for any reason. Do not alter the shape when resizing the logo.

Request a black and white version of the logo when color is not available.

## USE THE RPP LOGO WITH PRIDE!



### OFFICIAL PMS COLORS

- = PANTONE 368 C
- = PANTONE 307 C

### FOUR COLOR PROCESS (MATCH PMS)

- = 57 C • 100 Y
- = 100 C • 16 M • 27 K

### ONE COLOR

- = Process Black



# Using the RPP Logo

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The RPP logo is the property of the U.S. Navy. Landlords and Property Owners who are accepted in the RPP are encouraged to use the logo for branding recognition purposes.

## Approval for Usage

The RPP logo will only be distributed to Landlords and Property Owners who have properties in the RPP program. The logo will be provided by the Housing Service Center (HSC) after a property has been accepted in the program; this includes the acceptance of the lease and passing inspection. Once approval is given, the RPP logo can be used on marketing material for the RPP property. This includes rental advertisements, websites and videos. The RPP logo should not be used where it would appear that the U.S. Navy was giving tacit approval to a company or program outside of the RPP. Whenever using the RPP logo, the Landlord or Property Owner should seek written approval from their RPP installation point of contact.

## Recommended Usage:

- Property advertisement (print and electronic)
- Property websites
- Rental listings
- “For Rent” signs

## Prohibited Usage:

- Individual notices or communications
- Collection notices
- As part of letterhead
- On any material not directly related to RPP properties







**COMPLEX NAME:** \_\_\_\_\_  
**PHONE NUMBER:** \_\_\_\_\_  
**FAX NUMBER:** \_\_\_\_\_  
**MANAGEMENT COMPANY:** \_\_\_\_\_

## Letter of Intent

To: Housing Service Center (Address)

From: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

The following Service member has applied for and agrees to rent an apartment, townhouse or house from \_\_\_\_\_ (Landlord). The Service member and the Landlord confirm the following information by signing below.

Service Member's Name: \_\_\_\_\_

Rank/Rate: \_\_\_\_\_ Branch of Service: \_\_\_\_\_

Landlord or Complex Name: \_\_\_\_\_

Address: \_\_\_\_\_  
(Address of Property with City, State and Zip)

RPP Rate: \$ \_\_\_\_\_ Move-in Date: \_\_\_\_\_ Lease Expiration Date: \_\_\_\_\_

Utilities: \$ \_\_\_\_\_ Extra Charges: \$ \_\_\_\_\_

Washer/Dryer Fee: \$ \_\_\_\_\_ Monthly Pet Fee: \$ \_\_\_\_\_ Non-refundable Pet Fee: \$ \_\_\_\_\_

**Total Allotment: \$** \_\_\_\_\_

Pro-rata Amount: \$ \_\_\_\_\_ Pro-rata from \_\_\_\_\_ to \_\_\_\_\_

Next Rental Due Date: \_\_\_\_\_ Amount Due: \$ \_\_\_\_\_

By signing this Letter of Intent, the Service member agrees to initiate an allotment for rental payment. *Failure to initiate an allotment will disqualify the Service member from the benefits of the Rental Partnership Program. The disqualification may result in a rental increase, payment of a security deposit and a credit check imposed by the management company.*

**X** \_\_\_\_\_

Service Member Signature

Date

**X** \_\_\_\_\_

Landlord Signature

Date

Print Name and Title



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COMPLEX NAME: \_\_\_\_\_  
PHONE NUMBER: \_\_\_\_\_  
FAX NUMBER: \_\_\_\_\_  
MANAGEMENT COMPANY: \_\_\_\_\_

## Renewal Notice of Intent

Service Member's Name: \_\_\_\_\_

Rank/Rate: \_\_\_\_\_ Branch of Service: \_\_\_\_\_

Service Member's Address: \_\_\_\_\_

Complex and Management Company Name: \_\_\_\_\_

New RPP Rate: \$ \_\_\_\_\_

Washer/Dryer Fees: \$ \_\_\_\_\_ Monthly Pet Fee: \$ \_\_\_\_\_ Non-refundable Pet Fee: \$ \_\_\_\_\_

**Total Allotment:** \$ \_\_\_\_\_

Please fill out appropriate information:

1. **Initial RPP Lease expired** as of (date): \_\_\_\_\_.
2. Service member is renewing lease for \_\_\_\_\_ months or \_\_\_\_\_ on a month to month basis at the same rental amount with the same landlord.
3. **New Lease Expiration Date** (if not month to month): \_\_\_\_\_.

If rental rate changes or the Service member is relocating to a new address with the same Landlord or Service member is relocating to a new address with a new Landlord, **please direct the Service member to the Housing Service Center, (Command Name).**

X  
\_\_\_\_\_  
Service Member Signature \_\_\_\_\_ Date

X  
\_\_\_\_\_  
Landlord Signaure \_\_\_\_\_ Date

\_\_\_\_\_  
Print Name and Title



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