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Welcome to Hampton Roads!

Navy Housing Service Center (NHSC) welcomes you to the Hampton Roads area. Whether it be through our Public Private Venture (PPV) homes, community housing, or the Rental Partnership Program (RPP), my staff of professionals stand ready to assist military members and their families in making a move as smooth as possible.

Our website, <https://www.cnic.navy.mil/norfolk/Relocation> provides a wealth of useful information about our programs. Our extensive expertise with housing in the Hampton Roads area will ease the difficulties associated with moving to a new location by offering a variety of services to help you find housing, as quickly as possible, upon your arrival.

Our services include:

**Public Private Venture (PPV)**: The Navy entered into a partnership with Lincoln Military Housing for the management of government owned housing in the Hampton Roads area. Service members seeking PPV housing must have:

Navy, current orders and Page 2 (Record of Emergency Data)

Marines, current orders and NAVMC 10922 (Dependency Application)

Army/Air Force, current orders and DD Form 93 (Record of Emergency Data)

Coast Guard, current orders and CG-4170 (Dependents Information Records)

There may be a waiting list for some of the PPV homes in the Hampton Roads area. To receive your detachment date from your last permanent duty station as your control date, you must contact the Housing office within 30 days of your report date to your new command. You can submit an advance application via our housing website at: <https://www.cnic.navy.mil/norfolk/Relocation>. A

service member may also appoint a representative with a general or specific Power of Attorney (POA) to apply for housing. The lease agreement for PPV housing is 6 months.

The waiting list for PPV housing varies depending on geographical area and number of bedrooms. In some cases, you may need to live in civilian housing before being referred to PPV homes. Because the waiting list can fluctuate, it is recommended that you check with the NHSC for housing availability prior to entering into a lease agreement.

You should apply for PPV housing upon arrival, or in advance, then exercise your option to accept or decline at the time you are notified that PPV housing is available.

**Eligibility for Household Goods Move:** When PPV housing is available upon arrival in Hampton Roads, your PCS orders will move you into PPV housing. When PPV housing is not available upon arrival, to be eligible for a household goods move from the community to PPV housing, you must place your name on the waiting list for PPV housing within **30 days** of arrival.

**Rental Partnership Program (RPP):** The Rental Partnership Program (RPP), formerly known as the Set-Aside Program, is a unique program which provides military personnel with affordable off base housing that is 5% or more below market rates. The Landlord application fee should not exceed \$50 per unit for review of the resident's selection criteria. A security deposit may also be charged and in some cases renters insurance may be mandatory. To apply you will need to provide current orders and the Leave and Earnings Statement (LES). A service member may apply for RPP via <https://www.cnic.navy.mil/norfolk/Relocation> as well as in person. Rent is paid by allotment and agrees to a 12-month lease. A service member may also appoint a representative with a specific POA to apply for RPP. In order to complete the allotment, the service member or agent with POA must be present to sign the allotment form. Single military personnel, E5 and below, need command approval to live off station.

**Housing Referral Service:** OPNAVINST 11101.21D requires you to contact the NHSC before negotiating any agreement for off-base housing. A computerized list of available properties in Hampton Roads customized to fit your financial, family, and/or specialized needs is available. Both rentals and sales listings are available.

**Showing Service:** Transportation to view your selected properties is available for personnel without transportation.

**Landlord/Tenant Mediation:** Housing counselors are available to inspect your home, to review and interpret leases and to provide you information on the Virginia Residential Landlord Tenant Act. Landlord and/or tenant mediation counseling are available to resolve conflicts.

**Relocation Service:** Housing assistance is available not only upon your arrival but departure as well. Services include a self-help library with a variety of information about other duty stations that include: housing, government agencies, and average rental and real estate costs.

**Realty Service:** Monthly workshops are held on the subjects of home buying, selling and property management. Counselors also offer private counseling, specialized information on VA, FHA, and conventional loans, and are certified trainers in the VHDA Home Ownership Education Program.

Counselors offer assistance and information about home foreclosures including financial assistance in the sale of a home when PCSing (Homeowners Assistance Program-HAP) and refinancing and loan modifications to lower monthly payments (Making Home Affordable Program-HAMP). For more information, contact a Realty Specialist at NHSC, (757)445-5039 or 1-800-628-7510.

Staging services are available upon request. When requested a certified home selling counselor will come to your home and advise you on interior colors, furnishing placement, landscaping and room arrangements in order for you to sell your home faster.

The Automated Housing Referral Network (AHRN.com) is available for incoming and outgoing personnel in order to find housing (rental or purchase) at your new location or to sell housing when departing. AHRN is used by thousands of Military Families when relocating and will be a valuable tool in your house hunting journey.

**Virginia Housing Development Authority (VHDA) Home Purchase:** The VHDA offers a Home Ownership Program specifically for military personnel purchasing homes within Virginia. To qualify for reduced mortgage rates, service members must attend a six-hour workshop provided by VHDA. Completion of the course will provide eligible members the opportunity to purchase a home from a Realtor of their choice, and obtain creative mortgage financing options.

For more information, contact a Realty Specialist at NHSC, (757) 445-5039 or 1-800-628-7510.

**Short Term Housing:** You can expect to stay 1-2 weeks in a motel or Navy Lodge (NL) in your search for housing. Go to <http://www.defensetravel.dod.mil/site/bah.cfm> for Basic Allowance for Housing (BAH) entitlements. The NL can accommodate a family of four with kitchen facilities and utensils. Reservations should be made as early as possible by calling toll-free 1-800-628-9466. The Lodge now allows dogs and cats up to 50 pounds.

**Navy Gateway Inns & Suites (NGIS):** This lodging program is primarily available to serve those personnel on funded Temporary Duty and Temporary Duty under instruction. When NGIS rooms are not available, personnel are directed to the NL and only after NGIS and NL are not available will the NGIS program issue a Certificate of Non-Availability, authorizing the traveler to obtain berthing on the economy.

Armed Forces active duty personnel on PCS orders and their family members will be afforded transient berthing at any of the seven NGIS serving the Hampton Roads region. Transient berthing is at market rates of (\$56/day) and is on a space available basis. Pets are prohibited. For reservations call 1-877-ZUMWALT or at the following web site: <http://dodlodging.net>

**Utilities:** The Hampton Roads area is considered to have high utility costs. A deposit for new electric service can be as high as \$180 and gas service as high as \$240. The average telephone deposit is \$95. You may inquire about energy clubs to waive utility deposits (see enclosure 1 for a list). A favorable letter of credit from your previous utility company could help reduce your utility deposit.

**Pets:** Most landlords charge a nominal deposit or a non-refundable pet fee plus a monthly fee. Deposits or fees can range from \$100 to \$400 per pet. More than one pet, or a large pet, is not always permitted. Local landlords consider large pets as standing 18 inches or higher and weighing over 25 pounds. Exotic animals are prohibited in all communities.

PPV housing does not allow dogs that are on the restricted breed list. That list includes: Chows, Doberman Pinschers, Presa Canarios, Pit bulls (American pit bull Terrier, American Staffordshire Terrier, Staffordshire Bull Terrier), Rottweiler, any Wolf Hybrid, or any mix of the aforementioned Breeds.

**Schools**: The high expectations of the Standards of Learning, effective accountability and a statewide system of support form the foundation for academic excellence in the commonwealth's public schools.

Virginia public schools are building on this foundation by creating new opportunities for enrichment and advanced learning at every grade level. You will find the web site of each school district listed in enclosure (2).

My staff looks forward to helping you find a home and will continue to provide assistance, as needed, during your stay in the Hampton Roads area.

Sincerely,

C. F. Dozier  
Mid-Atlantic Regional Housing Director  
By direction of the Commander

***Navy Housing Service Centers:***

**Norfolk Housing Site**

7924 14<sup>th</sup> Street, Building SDA-337  
Norfolk, VA 23505-1217  
(757) 445-2832 DSN 565-2832  
Toll-free (800) 628-7510  
Fax (757) 445-6935

**Yorktown Housing Site**

1970 Von Steuben Drive  
Newport News, VA 23603  
(757) 847-7806 DSN 953-7806  
Toll-free (800) 704-5488  
Fax (757) 847-7822

Enclosures: 1. Utility Deposit Information  
2. Helpful Web Sites

Addendum: A. Telephone References  
B. Renters and Liability Insurance Information

### UTILITY DEPOSIT INFORMATION

The Navy Federal Credit Union has implemented a program in cooperation with Dominion Virginia Power, Virginia Natural Gas and Verizon Telephone Company, to waive the security deposit for their customers. Although the program is designed primarily for active duty personnel, anyone who is eligible for membership at the participating credit unions can use this service. The Navy Federal Credit Union is currently the only financial institution offering this service, but at multiple locations. You may also want to check out the [www.navyfederal.org](http://www.navyfederal.org) to check out other services provided.

| <i>Credit Union</i>                         | <i>Name of Club</i>                         | <i>Application Fee</i>                        | <i>Membership Fee</i> |
|---|---|---|-----------------------|
| Navy Federal Credit Union<br>(888) 842-6328 | Utility Deposit Guarantee Program<br>(UDGP) | \$30.00 Per Utility Gas, Electric & Telephone | \$5.00                |

## HELPFUL WEB SITES

### **Apartments/Real Estate**

[www.militarybyowner.com](http://www.militarybyowner.com)  
[www.ahm.com](http://www.ahm.com)  
[www.apartmentguide.com](http://www.apartmentguide.com)  
[www.apartment-source.com](http://www.apartment-source.com)  
[www.homestore.com](http://www.homestore.com)  
[www.realestate.citysearch.com](http://www.realestate.citysearch.com)  
[www.forrent.com](http://www.forrent.com)  
[www.centerforrealestate.com](http://www.centerforrealestate.com)

### **BAH, Per Diem, and Other Rates**

[www.defensetravel.dod.mil/site/bah.cfm](http://www.defensetravel.dod.mil/site/bah.cfm)

### **Commander Navy Region Mid-Atlantic**

<http://cnic.navy.mil/cnrma/index.htm>

### **Fleet and Family Readiness**

[www.ffscnorva.navy.mil](http://www.ffscnorva.navy.mil)

### **Household Effects (move on line)**

[www.move.mil](http://www.move.mil)

### **Norfolk Housing Service Center – information**

<https://www.cnic.navy.mil/norfolk/Relocation>

### **Information on Hampton Roads**

[www.hamptonroads.com](http://www.hamptonroads.com)

### **Military Lodging**

[www.navy-lodge.com/index.html](http://www.navy-lodge.com/index.html)  
<http://dodlodging.net/>

### **Military Bases**

Joint Expeditionary Base Little Creek-Fort Story

<https://www.cnic.navy.mil/littlecreek/index.htm>

Naval Station Norfolk

<https://www.cnic.navy.mil/norfolksta/index.htm>

Naval Air Station Oceana

<https://www.cnic.navy.mil/oceana/index.htm>

Naval Weapons Station Yorktown

<https://www.cnic.navy.mil/yorktown/index.htm>

### **Newspaper**

[www.pilotonline.com](http://www.pilotonline.com)

### **School Systems**

Chesapeake

[www.cps.k12.va.us](http://www.cps.k12.va.us)

Hampton

[www.sbo.hampton.k12.va.us](http://www.sbo.hampton.k12.va.us)

Newport News

[www.sbo.nn.k12.va.us](http://www.sbo.nn.k12.va.us)

Norfolk

[www.nps.k12.va.us](http://www.nps.k12.va.us)

Portsmouth

[www.pps.k12.va.us](http://www.pps.k12.va.us)

Suffolk

[www.sps.k12.va.us](http://www.sps.k12.va.us)

Virginia Beach

<http://www.vbschools.com>

Virginia Department of Education

[www.pen.k12.va.us](http://www.pen.k12.va.us)

School Liaison Officers

<https://www.cnic.navy.mil/cnrma/BaseSupport/ChildYouthprograms/SLO/index.htm>

### **Relocation Information**

[www.militaryonesource.com](http://www.militaryonesource.com)  
[www.housing.navy.mil/onestop/](http://www.housing.navy.mil/onestop/)

### **TRICARE Homepage**

[www.tricare.osd.mil](http://www.tricare.osd.mil)

### **Utility Service NEX Moving Center**

[www.militarymovingcenter.com/nexcom/](http://www.militarymovingcenter.com/nexcom/)

**TELEPHONE REFERENCES**

***Child Development Centers (OPEN 24-7denoted by \*)***

|   |                |
|---|----------------|
| Hampton Roads Resource and Referral Office .....            | (757) 444-3670 |
| This office manages the centers and maintains the wait list |                |
| Naval Station Norfolk* .....                                | (757) 444-3379 |
| Willoughby*(New) .....                                      | (757) 444-3008 |
| Joint Expeditionary Base Little Creek-Fort Story * .....    | (757) 462-7868 |
| Naval Air Station Oceana .....                              | (757) 433-3164 |
| Naval Shipyard Portsmouth .....                             | (757) 396-5863 |
| Portsmouth Naval Hospital*(New).....                        | (757) 953-7050 |
| Naval Weapons Station Yorktown .....                        | (757) 887-4733 |
| Naval Support Activity Northwest Annex .....                | (757) 421-8739 |

***Fleet & Family Readiness***

**Joint Expeditionary Base Little Creek-Fort Story**      **Naval Station Norfolk**

1450 D Street  
Norfolk, VA 23521-2444  
(757) 462-7563

7928 14<sup>th</sup> Street  
Norfolk, VA 23505-1219  
(757) 444-2102  
Toll-free (800) 372-5463

**Naval Support Activity Northwest Annex**

1320 Northwest Boulevard, Suite 100  
Chesapeake, VA 23322-4094  
(757) 421-8770

**Naval Air Station Oceana**

1896 Raser Road  
Virginia Beach, VA 23460-2281  
(757) 433-2912

**Naval Weapons Station Yorktown**

PO Box 160, Code 14  
Yorktown, VA 23691-0160  
(757) 887-4606

***Household Effects/Personal Property – www.move.mil***

|   |                |
|---|----------------|
| Help Line (toll-free).....                        | (877) 619-8596 |
| Langley Air Force Base (Peninsula Residents)..... | (757) 764-4151 |
| Norfolk (South Side Residents) .....              | (757) 443-3700 |
| Vehicle Processing Center.....                    | (757) 465-1107 |

***Local Area Banking Facilities***

|   |                |
|---|----------------|
| Amphibious Base Naval Base Federal Credit Union ..... | (757) 523-5300 |
| Bank of America – Naval Station Norfolk.....          | (757) 451-2370 |
| First Advantage Federal Credit Union.....             | (757) 877-2444 |
| Fort Monroe Credit Union.....                         | (757) 722-1626 |
| Langley Federal Credit Union.....                     | (757) 827-7200 |
| Navy Federal Credit Union .....                       | (888) 842-6328 |

## ***Military Lodging (Navy Lodge)***

|  |                          |
|--|--------------------------|
| Langley Air Force Base .....                           | (757) 764-4667           |
| Joint Expeditionary Base Little Creek-Fort Story ..... | (757) 464-6215           |
| Naval Station Norfolk.....                             | (757) 489-2656           |
| Naval Air Station Oceana at Dam Neck.....              | (757) 437-8100           |
| Navy Inn .....   | Toll-free (800) 628-9466 |

## ***Military Medical/Dental Facilities and Services***

### **TRICARE**

Appointments and Benefits for all Medical Clinics

24 hours a day, 7 days a week..... Toll-free (866) 654-4584

### **Medical Center Portsmouth**

|   |                |
|---|----------------|
| Information.....                                      | (757) 953-5008 |
| Pediatric Clinic (same day appointments) .....        | (757) 953-2990 |
| Central Appointments (Active Duty & Dependents) ..... | (866) 645-4584 |

### **United Concordia (TRICARE Dental Plan)**

Monday through Friday 0800-1700..... Toll-free (800) 866-8499

### **Dental Centers (Active Duty Only)**

|  |                |
|--|----------------|
| Joint Expeditionary Base Little Creek-Fort Story ..... | (757) 953-8334 |
| Naval Station Norfolk .....                            | (757) 953-8526 |
| Naval Station Activity Northwest Annex .....           | (757) 421-8225 |
| Naval Air Station Oceana.....                          | (757) 953-3918 |
| Naval Weapons Station Yorktown .....                   | (757) 953-8417 |

### **Family Advocacy Program**

|  |                |
|--|----------------|
| Joint Expeditionary Base Little Creek-Fort Story ..... | (757) 462-7563 |
| Naval Station Norfolk .....                            | (757) 444-2230 |
| Naval Support Activity Northwest Annex .....           | (757) 421-8770 |
| Naval Air Station Oceana.....                          | (757) 433-2555 |
| Naval Shipyard Portsmouth .....                        | (757) 953-7801 |
| Naval Weapons Station Yorktown .....                   | (757) 887-4301 |

### **Health Benefits Advisor**

|  |                    |
|--|--------------------|
| Boone Branch Medical Clinic.....         | (757) 953-8352/1   |
| Naval Medical Center.....                | (757) 953-5008     |
| Oceana Branch Medical Clinic .....       | (757) 953-3933     |
| Sewells Point Branch Medical Clinic..... | (757) 953-8995     |
| Yorktown Branch Medical Clinic.....      | (757) 953-8454/5/6 |

## ***Navy-Marine Corps Relief Society***

Joint Expeditionary Base Little Creek-Fort Story ..... (757) 462-1596  
Naval Station Norfolk..... (757) 322-1171  
Naval Shipyard Portsmouth ..... (757) 953-5956  
Naval Weapons Station Yorktown ..... (757) 887-4137  
Naval Station Oceana ..... (757) 433-3383

## ***Utilities and Services***

### **Cable**

Cox Communications ..... (757) 222-1111  
Verizon FIOS internet and TV ..... Toll-free (888) 881-8161

### **Electric**

Dominion Virginia Power  
James River Plaza  
Richmond, VA 23219..... Toll-free (888) 667-3000

### **Gas**

Virginia Natural Gas  
All Locations ..... Toll-free (866) 229-3578

### **Telephone**

AT&T ..... Toll-free (800) 222-0400  
Cavalier..... Toll-free (888) 612-7383  
Cox Communications ..... (757) 222-1111  
Verizon (in the state of Virginia) ..... (757) 954-6222  
Sprint..... Toll-free (888) 211-4727

### **Water and Sanitation**

Chesapeake  
306 Cedar Road, 2<sup>nd</sup> Floor  
Chesapeake, VA 23322 ..... (757) 382-6352

Hampton, Newport News, Yorktown  
2600 Washington Avenue  
Newport News, VA 23607 ..... (757) 926-1000

Norfolk  
400 Granby Street  
Norfolk, VA 23510 ..... (757) 664-6701

Portsmouth (City Hall Building)  
801 Crawford Street  
Portsmouth, VA 23704 ..... (757) 393-8524

Virginia Beach  
2405 Courthouse Drive, Building 2  
Virginia Beach, VA 23456-9304 ..... (757) 385-4631

HOUSING MEMORANDUM

From: Navy Family Housing Service Center  
To: Community and Privatized Housing Residents

Subj: RENTERS AND LIABILITY INSURANCE

1. The Navy recommends that tenants living in privatized family housing and in the community seriously consider the issue of insurance.
2. There are two types of insurance of which you should be aware: renter's insurance and liability insurance. Renter's insurance covers your personal property and will normally replace items if they are damaged or stolen. If you live in privatized family housing, your rent includes a \$10,000 personal property policy. You should review this amount of coverage to determine if it is sufficient to replace your belongings. If it is not, you should consider purchasing additional coverage.
3. Liability insurance covers damage to the structure you are renting. Some examples include a stove fire, a fire caused by a candle, or flooding due to a leaky waterbed. Liability insurance also covers you in the case of a lawsuit if someone should be injured in the structure you are renting due to your negligence. An example includes an injury due to a fall by someone due to a wet floor. Please be aware that some insurance policies provide both personal property coverage and liability coverage at a slightly increased premium.
4. All families are encouraged to take the need for both renter's and liability insurance seriously. An accident which results in fire or flood damage could result in monetary damages, which could become a financial burden to you for the rest of your life. A general liability policy is inexpensive and well worth the cost.
5. If you have any questions or need further information, please feel free to contact the Navy Housing Service Center at:

Norfolk Housing Office: (757) 445-2832  
Toll Free (800) 628-7510

Yorktown Housing Office: (757) 847-7806  
Toll Free (800) 704-5488