

Navy Housing Program: Your number one resource for housing on and off base // 24 Jan 2012
Story by Stephanie Edwards, Navy Region Southeast Fleet and Family Readiness Programs

Many might believe the Navy Housing program only serves those who either live in or who want to live in on-base housing. While that is a large part of their services, Navy Housing offers so much more.

Customer support for the Navy Housing program is provided through the installation Housing Service Center (HSC) and is available to single and married service members, military families, and Department of Defense (DoD) civilians. The HSCs are staffed with trained professionals that are experts in providing housing services and locating homes and neighborhoods desired by the customer in the private sector, in privatized housing (PPV), or in government owned or leased housing.



New home construction was recently completed by the PPV partner at Naval Station Mayport.

Home finding services offered by the HSC include community housing listings, housing needs counseling, finding homes to rent or buy, showing services, roommate finder, lease and sales reviews, processing applications for government or privatized housing, and even translation services overseas.

“It’s not too soon to start planning your next move,” says Lea Williford, Housing Management Specialist at Navy Region Southeast. “Our staff can get information for you on your next duty station. If you are not sure of your next duty station but you know there are three possibilities, we can provide you information on all three. Our goal is to make the housing process less stressful.”



The HSC also serves unaccompanied service members living in Navy Bachelor Housing.

Beyond finding housing, the HSC offers assistance with landlord and tenant disputes, complaint resolution, and PPV mediation.

“Think of the HSC staff as your advocate,” says Janice Thompson, Housing Management Specialist at Navy Region Southeast. “Our staff is trained to help you with both the small and big issues that might arise with whatever housing you are living in.”

For residents living in PPV housing, the HSC is available to assist with unresolved problems between the resident and the PPV property management partner.

“You always have options,” according to Williford. “If you are unhappy with the results of the partner to resolve your issues, contact the HSC for assistance.”

Additionally, the HSC provides information about utility deposit waiver programs, local schools, and local Morale, Welfare and Recreation (MWR) programs, services and events.

Most HSCs in Navy Region Southeast are located on the installation and customers are welcome to stop by during normal business hours. Additional information about Navy Housing can be obtained on the Commander, Navy Installations Command (CNIC) website at http://cnic.navy.mil/CNIC_HQ_Site/WhatWeDo/FleetandFamilyReadiness/Housing/index.htm.