



DEPARTMENT OF THE NAVY
COMMANDING OFFICER
NAVAL SUPPORT ACTIVITY, HAMPTON ROADS
7918 BLANDY ROAD, SUITE 100
NORFOLK, VIRGINIA 23551-2419

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Ser N00/448
28 Aug 15

From: Commanding Officer, Naval Support Activity, Hampton Roads
To: Community and Privatized Housing Residents

Subj: HOUSING SERVICE CENTER INFORMATION LETTER

Encl: (1) Helpful Web Sites
(2) Navy Housing Service Centers
(3) Telephone References
(4) Renters and Liability Insurance Information

1. The Housing Service Center (HSC) team of professionals stands ready to assist military members and their families in making a move as smooth as possible.

a. Housing Service Center website:
www.cnic.navy.mil/HamptonRoadsHousing

b. Our website provides a wealth of information about housing 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.

2. Our services include:

a. **Public Private Venture (PPV)**: Over 4,000 former Navy housing units in the Hampton Roads area are now owned and operated by Mid-Atlantic Military Family Communities, LLC, and managed by Lincoln Military Housing. We remain engaged with Lincoln and residents to help ensure the repair, maintenance and sustainment of quality family housing for military members. The following paperwork is required for service members to apply for housing.

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

(2) Marines, current orders and NAVMC 10922 (Dependency Application)

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

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

(a) Some PPV housing communities have immediate availability, whereas in other communities there may be a wait.

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To receive your detachment date from your last permanent duty station as your control date, you must contact the HSC within 30 days of your report date to your new command.

(b) You can submit an advance application via our housing website at: www.cnmc.navy.mil/HamptonRoadsHousing

(5) A service member may also appoint a representative with a general Power of Attorney (POA) to apply for housing. A Special POA will be needed to start an allotment. The lease agreement for PPV housing is a minimum of six months.

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

(7) 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.

b. **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.

c. **Rental Partnership Program (RPP):** The Rental Partnership Program (RPP) is a unique program which provides all military personnel with affordable community housing that is five percent 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 a Leave and Earnings Statement (LES). Single military personnel, E-4 and below, need a command approved BAH chit. A Service member may apply for RPP via HSC website: www.cnmc.navy.mil/HamptonRoadsHousing. Rent is paid to the landlord by allotment or automatic payment and member 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.

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d. **Housing Referral Service:** A computerized list of available community housing in Hampton Roads customized to fit your financial, family, and/or specialized needs is available. Rental listings are available and can be viewed via DoD website: www.homes.mil . The Fair Housing Act prohibits discrimination in housing because of race, color, national origin, religion, sex, familial status or handicap. Contact the HSC to report any violations in the Fair Housing Act.

e. **Showing Service:** The Navy Housing Service Center will provide transportation to view selected properties for personnel without transportation.

f. **Landlord/Tenant Issue Resolution:** The housing team is 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 issue resolution counseling on Community and/or PPV are available to resolve conflicts or maintenance concerns.

g. **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, average rental and real estate costs.

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

(1) Realty Specialists offer assistance and information on home foreclosure prevention that include the sale of a home when PCSing, refinancing and loan modifications. For more information, contact a Realty Specialist at HSC (757) 445-2832 or 1-800-628-7510.

(2) Staging services are available upon request. When requested, a 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.

i. **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 HSC, (757) 445-2832 or 1-800-628-7510.

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j. **Short Term Housing:** You can expect to stay one to two weeks in a motel or Navy Lodge (NL) in your search for housing. Go to 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 Navy Lodge now allows dogs and cats up to 50 pounds.

k. **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.

(1) 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 (\$56.00/day) and is on a space available basis. Pets are prohibited. For reservations call 1-877-NAVY-BED or at the following website: www.dodlodging.net

l. **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 \$240.00. The average telephone deposit is \$95. In order to waive this deposit, inquire about the Navy Federal Credit Union Utility Deposit Guarantee Program at 1-888-842-6328. A favorable letter of credit from your previous utility company could help reduce your utility deposit.

m. **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 and breed restrictions may apply. Local landlords consider large pets as standing 18 inches or higher and weighing over 25 pounds. Exotic animals are prohibited in all communities.

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

n. **Schools:** In the Hampton Roads area there are 12 school systems and approximately 68K military connected students. We have the largest concentration of military families in the world.

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(1) Each school system has its own website which provides information on enrollment, placement, eligibility and graduation. In addition the Virginia Department of Education contains report cards on each school district and each school in the state.

(2) School Liaison Officers are available to help you and your family with any educational concerns you may experience while being stationed here. You will find the website of each school district and School Liaison Officer contact information listed in enclosure (3).

J. D. FREEMAN

HELPFUL WEB SITES

Apartments/Real Estate

www.homes.mil

www.hrmls.com

www.militarybyowner.com

www.realtor.com

www.apartmentguide.com

www.homestore.com

www.forrent.com

BAH, Per Diem, and Other Rates

www.defensetravel.dod.mil/site/bah.cfm

Commander Navy Region Mid-Atlantic

www.cnic.navy.mil/cnrma/index.htm

Fleet and Family Readiness

www.cnic.navy.mil/regions/cnrma/installations/nsa_hampton_roads/fr.html

Household Effects (move on line)

www.move.mil

Information on Hampton Roads

www.hamptonroads.com

Military Lodging

www.dodlodging.net

Military Bases

Joint Expeditionary Base Little Creek-Fort Story

www.cnic.navy.mil/jebllcfs/index.htm

Naval Air Station Oceana

www.cnic.navy.mil/oceana/index.htm

Naval Station Norfolk

www.cnic.navy.mil/norfolksta/index.htm

Naval Support Activity Hampton Roads

www.cnic.navy.mil/norfolk/index.htm

Naval Weapons Station Yorktown

www.cnic.navy.mil/yorktown/index.htm

Norfolk Naval Shipyard

www.cnic.navy.mil/nnsy/index.htm

Newspaper

www.pilotonline.com
www.dailypress.com

School Systems

Chesapeake

www.cps.k12.va.us

Hampton

www.sbo.hampton.k12.va.us

Newport News

www.sbo.nn.k12.va.us

Norfolk

www.nps.k12.va.us

Portsmouth

pps.k12.va.us

Suffolk

www.sps.k12.va.us

Virginia Beach

www.vbschools.com

Virginia Department of Education

www.pen.k12.va.us

School Liaison Officers

www.cnic.navy.mil/cyp

Relocation Information

www.militaryonesource.com

TRICARE Homepage

www.tricare.mil

Utility Service NEX Moving Center

www.whitefence.com/WebObjects/WhiteFence.woa/wa/cm?id=1015197

Other Useful links

www.cdc.gov/mold

www.epa.gov/mold/moldguide.html

NAVY HOUSING SERVICE CENTERS

NSA Hampton Roads - Northwest Annex

7924 14th Street, Bldg. SDA-337
Norfolk, VA 23505
Office: (757) 445-2832 DSN: 565-2832
Toll-free: (800) 628-7510
Fax: (757) 445-6935
Website: www.cnlic.navy.mil/HamptonRoadsHousing

Naval Station Norfolk - NNSY Portsmouth

7924 14th Street, Bldg. SDA-337
Norfolk, VA 23505
Office: (757) 445-2832 DSN: 565-2832
Toll-free: (800) 628-7510
Fax: (757) 444-1544
Website:
www.cnlic.navy.mil/regions/cnrma/installations/ns_norfolk/ffr/housing_and_lodging.html
www.cnlic.navy.mil/NNSYNorfolkHousing

Joint Expeditionary Base Little Creek - Fort Story

2600 Tarawa Court, Bldg. 1602, Suite 105
Virginia Beach, VA 23459
Office: (757) 462-8939/7069 DSN: 253-8939/7069
Fax: (757) 462-1244
Website: www.cnlic.navy.mil/JEBLCFSHousing

Naval Air Station Oceana - Dam Neck Annex

1596 Tomcat Blvd., Bldg. 280
Virginia Beach, VA 23460
Office: (757) 433-3268/3368 DSN: 433-3268/3368
Fax: (757) 433-3310
Website: www.cnlic.navy.mil/OceanaHousing

Naval Weapons Station Yorktown

1970 Von Steuben Drive
Newport News, VA 23603
Office: (757) 847-7806 DSN: 953-7806
Toll-free: (800) 704-5488
Fax: (757) 847-7822
Website: www.cnlic.navy.mil/YorktownHousing

TELEPHONE REFERENCES

Child Development Centers (OPEN 24-7 noted by *)

Hampton Roads Resource and Referral Office..... (757) 444-3670
This office manages the centers and maintains the wait list

Naval Station Norfolk*

Willoughby*..... (757) 444-3008
Joint Expeditionary Base Little Creek-Fort Story . (757) 462-2400/2468
Naval Air Station Oceana..... (757) 433-3635
Naval Shipyard Portsmouth..... (757) 967-2676/(757) 396-3665
Portsmouth Naval Hospital*..... (757) 953-7050
Naval Weapons Station Yorktown..... (757) 887-4733
Naval Support Activity Northwest Annex..... (757) 421-8739

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) 320-4254

Local Area Banking Facilities

Amphibious Base Naval Base Federal Credit Union..... (757) 523-5300
Bank of America - Naval Station Norfolk..... (757) 451-2377
First Advantage Federal Credit Union..... (757) 877-2444
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

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) 887-4606
Naval Station Oceana..... (757) 433-3383
Newport News (757) 688-6289

Military Medical/Dental Facilities and Services

TRICARE

Appointments and Benefits for all Medical Clinics 24 hours a day, 7 days a week. Toll-free (877)874-2273

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) 953-8635
Naval Station Activity Northwest Annex..... (757) 421-6248
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 (Quarterdeck)..... (757) 953-5008
Oceana Branch Medical Clinic..... (757) 953-3933
Sewells Point Branch Medical Clinic..... (757) 953-9000
Yorktown Branch Medical Clinic..... (757) 953-8454/5/6

Utilities and Services

Cable

Cox Communications (757) 222-1111
Verizon FIOS internet and TV Toll-free (800) 837-4966
Charter Toll-free (888) 438-2427

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

Windstream Toll-free (888) 612-7383

Cox Communications (757) 222-1111

Verizon (in the state of Virginia) Toll-free (800) 837-4966

Sprint Toll-free (888) 211-4727

Water and Sanitation

Chesapeake - 306 Cedar Road, 2nd Floor
Chesapeake, VA 23322 (757) 382-6352

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

Norfolk - 400 Granby Street
Norfolk, VA 23510 (757) 664-6700

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

Hampton - Alexander Hamilton Blvd
Yorktown, VA 23690 (757) 890-3702

Hampton - 22 Lincoln Street
Hampton, VA 23669 (757) 727-6346

HOUSING MEMORANDUM

From: Navy 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.

a. 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.

b. 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 both renter 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:

Naval Station Norfolk	
Norfolk Naval Shipyard	
Naval Support Activity Hampton Roads	(757) 445-2832
Joint Expeditionary Base Little Creek-Fort Story	(757) 462-8939
Naval Station Oceana	(757) 433-3368
Naval Weapons Station Yorktown	(757) 847-7806