

# Housing Service Center Inbound Brief

*Navy  
Housing*



**Building 83, Rm 148  
Dealey Plaza**

**Office: (860) 694-3851      DSN 694-3851**

**Toll Free: (877) 843-5236      Fax: (860) 694-3154**

**Email: [NewLondonHousing@navy.mil](mailto:NewLondonHousing@navy.mil)**

## **Helpful Websites and Phone Numbers**

SUBASE New London – [www.cnmc.navy.mil/NewLondon](http://www.cnmc.navy.mil/NewLondon)

MilitaryINSTALLATIONS – [www.militaryinstallations.dod.mil](http://www.militaryinstallations.dod.mil)

Military Homefront – [www.militaryhomefront.dod.mil](http://www.militaryhomefront.dod.mil)

Balfour Beatty Communities – [www.subasehomes.com](http://www.subasehomes.com)

PSD Admin Office – (860) 694-3135

Personal Property – (860) 694-4650 /3591

Toll Free – (877) 313-0682

School Liaison Officer – (860) 694-3772

Fax – (860) 694-5056

# **PUBLIC PRIVATE VENTURE (PPV) RENTAL PROGRAM**

Balfour Beatty Communities is the property management company for all former Navy housing neighborhoods at SUBASE New London. If you are interested in renting a home with Balfour Beatty Communities you must provide the Housing Service Center with the following documents:

- DD 1746 – Application for Housing
- Sex Offender Disclosure Form (filled out and signed)
- Current Orders
- Record of Emergency Data (NAVPERS 1070/602 [PAGE-2], DD FORM 93, CG-4107A)
- Detaching Endorsement or Statement of Activity Loss
- Approved BAH Chit for some single E-5 & below personnel  
(please speak to one of our housing counselors for full details)
- Courtesy Move Entitlement (CME) document filled out and signed

## **IMPORTANT INFORMATION**

**Liaison Assistance** Once you have moved into your home, your landlord should manage all of your needs. Should any concerns arise, you should address them in writing directly with your landlord and retain a copy for your records. Please ensure you go through your leasing agent first, and then the Community Manager if you require further assistance. The Housing Service Center will be happy to assist you in a liaison capacity if your needs have not been met.

**Temporary Lodging** Before arranging any temporary lodging, please check into the Navy Gateway Inn and Suites (NGIS). Service members, regardless of marital status, must ensure they receive either an endorsement of their orders or a Certificate of Non-Availability (CNA) from NGIS. The endorsement or CNA, along with lodging receipts, must be submitted to PSD for reimbursement of Temporary Lodging Expenses (TLE) on your travel claim. Failure to provide these documents may hinder your entitlement to reimbursement.

If you have any questions NGIS may be reached at:  
NAVY GATEWAY INN & SUITES  
SUBASE New London  
Bldg 429  
(860) 694-3416      DSN 694-3416

**Courtesy Move Entitlement**    The Navy provides a courtesy move for families moving from the community into PPV housing under the following circumstances:

- You must apply for housing and check in with the Naval Submarine Base (NSB) New London Housing Service Center within 30 days of reporting aboard.    If PPV housing is not available at that time and you have to find housing in the local community, you will be eligible for a courtesy move into PPV housing when it becomes available after the date you specified at the time of your application. (This date is usually based on your community lease expiration date.)

**Courtesy Move Forfeit**    Based on Command Navy Installation Command (CNIC) policy, your entitlement to a courtesy move will be forfeited under the following circumstances:

- You fail to apply and/or check in with the Housing Service Center within 30 days of reporting in to your Command.
- You are contacted for referral to Balfour Beatty Communities for a PPV home and turn down the home.
- You are contacted for referral to Balfour Beatty Communities for a PPV home and indicate that you are going to sign another lease with your landlord, but are still interested in remaining on the waiting list for consideration in the future.

**Non-Temp Storage**    You are entitled to non-temp storage if you apply for it through the Housing Service Center within 30 days of receiving your household goods.

**Power of Attorney (POA)**    A special/specific POA will be required by Balfour Beatty Communities for someone other than the service member to handle housing matters in their absence.

**Resident Energy Conservation Program (RECP)** SUBASE New London and Balfour Beatty Communities are happy to announce we will be implementing the Office of the Secretary of Defense policy for energy conservation in PPV housing. RECP has been rolled out in three phases beginning in 2013. Phases one and two have been implemented in designated neighborhoods. For more information on the program please visit the RECP website [www.cnmc.navy.mil/RECP](http://www.cnmc.navy.mil/RECP) or contact Balfour Beatty Communities or the Housing Service Center.

**Pet Statement** Please be advised, as of 1 August 2014, BBC no longer allows the following breeds of dogs:

- Akita
- Doberman
- Rottweiler
- American Staffordshire Terriers
- English Staffordshire Bull Terriers
- *Any breed with dominate traits geared toward aggression*
- Chow
- Pit Bull
- Wolf hybrids

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## COMMUNITY LIVING



Visit the HOMES.mil website at <https://www.homes.mil> to find housing before you relocate! HOMES.mil is an official Department of Defense (DoD) website, designed to provide non-discriminatory rental listings to Service Members, Families, and DoD civilians. Listings include available community rentals, military housing, temporary lodging such as hotels/motels/efficiencies, and Rental Partnership Program listings. HOMES.mil features property descriptions, pictures, local schools, contact information, and Google maps to display property locations in reference to the installation.

For additional information on this website please call the Housing Service Center at (860) 694-3851 and ask to speak to a Community Referral Specialist.

## **DEPOSITS AND FEES**

You may incur the expense of various deposits and/or fees when renting in the community. Keep in mind **deposits are returned; fees are kept!**

- **Application Fee** – Administrative charge for processing an application.
- **Credit Check Fee** – Administrative charge for doing a credit check.
- **Pet Fee** – A monthly or one-time charge for the landlord accepting your pet.
- **Security Deposit** - Can be equal to or less than one month's rent but may not be more than two month's rent. The deposit is **NOT RENT** and cannot be applied to rent. It is intended to cover the cost of any repairs, cleaning or damages for which you are responsible when you vacate. It is important that you do a walk through inspection **with** the Landlord, summarizing the condition of the rental unit on a checklist. Each party should keep a copy of the checklist.
- **Pet Deposit** – Acts like a security deposit and is intended to cover the cost of any repairs, cleaning or damages caused by your pet.

## **LIAISON SERVICES**

The Housing Service Center stands as an advocate for our military and their families. Our office can provide assistance with landlord/tenant issue resolution, if required. This service is available to you whether you live in the community or PPV housing.

## **LEASE COUNSELING AND REVIEW SERVICES**

**Lease Counseling:** Knowing how to read and understand your lease is the first step toward a pleasant rental experience. Our counselors are able to provide one-on-one or group educational sessions to broaden your rental knowledge. Know what to ask and what to look for when searching for a home.

**Lease Review:** Once your lease is signed it becomes a legal contract between you and your Landlord. We strongly encourage you to bring a copy of your lease to the Housing Service Center for review **PRIOR** to signing it. Let us go over it with you to evaluate your obligations and responsibilities as a tenant.

## **SERVICE MEMBER'S CIVIL RELIEF ACT (SCRA)**

As a military member you are afforded protection under the SCRA for terminating residential leases in conjunction with transfer orders, deployment orders in excess of 90 days, Change of Homeport, separation under honorable conditions, and retirement. Please speak to a Housing Counselor or Navy Legal Services Representative to get the full information on this entitlement as well as what is required of you.

## **INSURANCE**

**Renters Insurance:** Your Landlord's insurance policy **DOES NOT** cover your personal items if damaged during a fire, flood or other catastrophic event, therefore, it is strongly recommended you purchase renters insurance. The policies are reasonable in cost and not only cover your personal effects but may also cover visitors from accidents/injuries while in your home.

**Liability Insurance:** A policy for renters insurance may not protect you if you should accidentally damage the rental unit or if you should suffer some type of a lawsuit resulting from your negligence within the home. All renters are encouraged to take the need for a supplemental liability policy seriously. An accident resulting in damage and determined to be caused by you, your family, or a guest may leave you with repair costs that become a financial burden. A general liability policy is inexpensive and well worth the cost.

The following are a few common examples of incidents that may not be covered by the standard renter's insurance policy while living in PPV Housing or renting in the community:

- \* Mattress fires
- \* Candle fires
- \* Stove fires
- \* A slip or a fall by a child or an adult

Please feel free to contact the Navy Housing Service Center if you have any questions or need further information. Our telephone number is (860) 694-3851.

# RENTAL PARTNERSHIP PROGRAM (RPP)

The Rental Partnership Program (RPP) is designed to provide Service members with affordable off-base housing and aid in defraying some of the costs during relocation. The program is governed by an Agreement between the local Landlord and Naval Submarine Base New London enabling military personnel to rent off-base housing at a reduced rate.

RPP landlords offer units below the general public rate and reduce or waive security deposits and administrative fees. Landlords that participate in the RPP have their units evaluated and all leases are pre-approved. Renter's insurance and liability insurance may be required by the Landlord.

To be eligible, members must be full time active duty military personnel, be approved to draw BAH, have a minimum of six months remaining until their PRD and EAOS, and agree to pay their rent via allotment or automatic payment. The Housing Service Center (HSC) will qualify each military member based on their BAH rate and PRD/EAOS. Landlords cannot deny service members because of a bad credit history.

For additional information on this program, please call the Housing Service Center at (860) 694-3851 and ask for the RPP Counselor.

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## Local Housing Market and Community Resources



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



Automated Housing  
Referral Network

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



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



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



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



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



[www.pcsamerica.net](http://www.pcsamerica.net)

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*Disclaimer: Please be advised that neither the SUBASE New London Housing Service Center nor the Dept of the Navy endorse the listings obtained from the above sites. Listings provided by the Housing Service Center are strictly for informational purposes and in no way guarantees satisfaction with properties and/or Landlords. The service member must take full responsibility for any choices made in accepting and occupying accommodations in the civilian community.*

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**How was your visit to the Groton Housing Service Center?**



Please visit the Interactive Customer Evaluation (ICE) online and let us know. Scan the QR code to the right →

<http://tinyurl.com/GrotonHousingSurvey/>

