

CNIC Briefing Card
Automated Housing Referral Network (AHRN) DOD Contract Expiration
03 December 2013

Background: The Automated Housing Referral Network (AHRN) contract with the Department of Defense will end on 31 December 2013. Housing Service Centers (HSCs) should expect to begin fielding questions and concerns from service members and landlords. Customer inquiries can be expected to begin as early as 2 December 2013 when the current contractor Runzheimer International will post on the AHRN site and send to all registered users the following message:

“Great News! AHRN.com to Continue Service in 2014!

AHRN.com will continue to provide uninterrupted service after January 1, 2014, offering the same reliable service you have experienced over the past 10 years. The DoD and DHS are ending their sponsorship of AHRN on 31 DEC 13, and terms and conditions will be updated to reflect this change. Please review the terms and conditions carefully to ensure you agree with these changes.

Since 2004, AHRN.com has assisted over 1 million service members and their families in finding housing, becoming the #1 go-to housing resource for the military community. Going forward, AHRN.com will remain the most effective and efficient resource for connecting service members with available housing.

Over the next few months, you will notice some new and exciting changes to AHRN.com as new features and services are added to increase the value for all users.

Thank you for your continued support of AHRN.com!

The AHRN Team”

It is imperative that the Navy provide timely and consistent messages for all customers, both service members and property managers. Accordingly, CNIC PAO and N93 are providing the following talking points and Q&As for customer and landlord inquiries to be used by Regional and HSC staff as well as their public affairs offices. These responses will be also be used by the N93 team in responding to social media questions. All media requests or questions on costs, funding or administration of the AHRN contract should be forwarded to CNIC PAO.

Talking Points

- The mission of Navy Housing is not changing, which is to meet the needs of our service members by providing home finding, listings management, issue resolution, customer outreach and cost savings programs.
- AHRN is just one of the many tools that HSCs use to provide high quality services to our Sailors and families.
- The Housing Service Centers will continue to make listings available to service members and their families in an off-line capacity until another online solution can be found.
- Navy HSCs are available to assist property managers with registering and marketing DoD-approved listings to service members free of charge.

Questions & Answers:

The below Q and As will be available on the CNIC website here: <http://www.cnic.navy.mil/ffr/housing/ahrn-changes.html> (note - a shorter vanity URL will be published later).

General Q&As

Q1. Why is the DoD getting rid of AHRN? Is the DoD getting rid of AHRN because of funding issues?

A1. On 31 December 2013, the Automated Housing Referral Network (AHRN) contract with DoD will expire and will not be renewed. This means that the website will no longer be sponsored or funded by DoD. AHRN does not meet current DoD information assurance requirements, and therefore, cannot continue to be funded or sponsored by DoD. This is not a cost savings measure.

Q2. When is another online solution expected?

A2. We are investigating possible replacements to AHRN and hope to have something in place by mid-2014.

Q3. Who uses AHRN?

A3. AHRN is used by all branches of the DoD, to include the U.S. Navy, Air Force, Army, and Marine Corps, as well as by the US Coast Guard (Department of Homeland Security).

Service Member Q&As

Q1. Can I still use AHRN to find housing?

A1. AHRN is expected to operate beyond 31 December 2013, but will no longer be DoD sponsored.

Q2. If AHRN is not DoD sponsored what will I use to find housing?

A2. Service members can continue to take advantage of AHRN and the many commercially available websites such as Rent.com, Sarges List and Military By Owner.

Q3. Since DoD is no longer sponsoring AHRN, will I have to pay to use it?

A3. According to a recent news article, the contractor that supports AHRN is “exploring alternatives for funding the site, such as sponsorships or advertising.”

Q4. I am currently an AHRN user, what will happen to my account information?

A4. AHRN is expected to operate beyond 31 December 2013. It is expected your account will continue to exist in AHRN unless you take action to remove it.

Q5. Do I need to worry about my personal information in AHRN?

A5. AHRN will no longer be DoD sponsored or funded and the user agreements will be updated to reflect this change. You are encouraged to sign into your account after 1 Jan 2014 and read the new user agreements.

Q6. After 31 December 2013, will the Navy Housing Service Center (HSC) no longer help me find housing?

A6. The mission of Navy Housing is not changing. We meet the needs of our service members by providing home finding, listings management, issue resolution, customer outreach and cost savings programs such as the rental partnership program (RPP).

Q7. I am permanently changing duty stations. How will I find housing?

A7. AHRN is one of the many tools that HSCs use to provide high quality services to our Sailors and families. The HSCs will continue to provide listings through other existing resources. Service members can also continue to take advantage of AHRN and the many commercially available websites such as Rent.com, Sarges List and Military By Owner.

Customers looking for information about housing at their next duty station should utilize the Housing Early Application Tool (HEAT) located at www.cnic.navy.mil/HEAT to get in touch with their Navy HSC. HEAT can be used with or without orders and without a CAC. HEAT enables users to get the housing application process started, and can help you find community housing information online.

Q8. Can I still participate in the Rental Partnership Program (RPP)?

A8. Yes. The mission of Navy Housing is not changing. We meet the needs of our service members by providing home finding, listings management, issue resolution, customer outreach, and cost savings programs such as RPP. HSCs contact information can be found on the CNIC website: www.cnic.navy.mil/Housing

Q9. How can I contact my Navy Housing Service Center (HSC)?

A9. Service members can contact their Navy Housing Service Center (HSC) at any time and for any reason through a variety of means, including visiting our website (www.cnic.navy.mil/Housing), utilizing HEAT (www.cnic.navy.mil/HEAT), through our social media (Facebook, Twitter, Pinterest, and YouTube), and via email (NavyHousingHQ@navy.mil). Find your local Navy HSC contact information at www.cnic.navy.mil/HousingQuickReference.

Property Manager Q&As

Q1. If AHRN is not DoD sponsored, will it continue to function?

A1. AHRN is expected to operate beyond 31 December 2013. We do not expect rental listings to be deleted. Prior to 15 December 13, it is strongly recommend that you sign into your account and make sure that all of your account, contact and property information is updated.

Q2. What will happen to my account and listing information?

A2. DoD controls the data currently in AHRN and the Navy Housing Service Center (HSC) will receive a copy of all the listing data in AHRN as of 15 December 13. This data will be migrated into an internal Navy Housing database to help our customers find DoD-sponsored listings off-line until a permanent online solution can be found.

Because it will no longer be DoD sponsored or funded, the user agreements on the website will be updated to reflect this change. You are encouraged you to sign into your account after 1 January 2014 and read the new user agreements.

Q3. How can I continue to market my listing to service members?

A3. Prior to 15 December 13, it is strongly recommend that you sign into your account and ensure that all of your account, contact and property information is updated. Because the DoD controls the data, the Navy Housing Service Center (HSC) will receive a copy of all listing data in AHRN.

Q4. Will the Navy Housing Service Center (HSC) still provide listings data?

A4. The HSC will continue to make these listings available to service members and their families in an off-line capacity until another online solution can be found.

Q5. Will the Navy Housing Service Center (HSC) accept new listings?

A5. Starting in January 2014, property managers should contact HSCs to provide new or updated listings. The HSCs will provide easy to use forms that property managers can use to update their listings. HSC contact information can be found on the CNIC website: www.cnic.navy.mil/HousingQuickReference.

Q6. Will AHRN charge me money to list my property?

A6. AHRN is expected to operate beyond 31 December 13, but will no longer be DoD funded or sponsored. A recent news report indicates the contractor supporting AHRN is “exploring alternatives for funding the site, such as sponsorships or advertising.” The operator of AHRN is at liberty to determine the type of business model used beyond 31 December 13.

Navy HSCs are available to assist property managers with registering and marketing DoD-approved listings to service members free of charge.

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