

# HEAT

## Housing Early Application Tool

### Receive Housing Information Faster

Navy Housing has developed HEAT to assist service members (SVM) and their families in applying for housing Navywide. HEAT allows SVMs and their families to apply for housing at one or more Navy installations online before or after they receive their Permanent Change of Station (PCS) orders.

HEAT creates an easy user experience. Spouses can use the application as well, needing only minimal information about their SVM.

### Available Navywide!

- Publicly Available Online: No CAC Requirements and Spouses Can Apply
- Apply BEFORE Orders to Multiple Navy Installations
- Standardizes the Customer Experience with Housing



[www.cnic.navy.mil/HEAT](http://www.cnic.navy.mil/HEAT)

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# HEAT Frequently Asked Questions (FAQs)

## **Q: Who can use HEAT?**

**A:** Any active duty service member (SVM) or their spouse moving onto a Navy installation. Also, DoD civilians transferring to overseas Navy installations.

## **Q: Does using HEAT place the SVM on the housing wait list earlier or in a higher spot?**

**A:** No. Position on the housing wait list is determined by regulations based on SVM housing priority and detachment date from current duty station. HEAT allows SVMs to make earlier contact, complete their application and, after receiving orders, be placed on the wait list.

## **Q: Is it necessary to use a government computer for HEAT?**

**A:** You can access and use HEAT from ANY computer. You do not need a government computer or a CAC to use it. All you need is the social security number of the SVM.

## **Q: Is HEAT secure?**

**A:** HEAT meets all DoD requirements for protection of your privacy and personal information.

## **Q: I don't have my orders but I know where I'm going. Can I use HEAT?**

**A:** Yes! SVMs or their spouses may use HEAT at any time to request information about housing or to check on their eligibility for Navy or privatized housing.

## **Q: What information do I need to provide for HEAT?**

**A:** Like other Navy processes, the SVM's social security number and last name are used to access your record. In addition, you will need to provide the applicant's best contact phone number and email address.

## **Q: Can unaccompanied SVMs and civilian personnel entitled to military housing use HEAT?**

**A:** YES! Unaccompanied SVMs and civilian personnel are encouraged to utilize HEAT to contact the Housing Service Center (HSC) at any Navy installation.

## **Q: Does HEAT allow the SVM to select the type of housing they want?**

**A:** This is not a current feature.

## **Q: Can SVMs/Spouses apply to more than one installation?**

**A:** Yes, you may submit HEAT applications to as many installations as you like. You will be contacted by, and receive information from, each installation.

## **Q: I've applied. What happens next?**

**A:** Someone from the HSC will contact you within one business day to get the process started.

**More HEAT Questions? Contact your local HSC.**  
**[www.cnic.navy.mil/HousingQuickReference](http://www.cnic.navy.mil/HousingQuickReference)**

