

## **PPV HOUSING OFFERS OPTION FOR SERVICE MEMBERS, FAMILIES IN HAMPTON ROADS**

NORFOLK -- Privatized housing, also known as Public-Private Venture (PPV) housing, is owned by a private entity and governed by a business agreement in which the Navy has limited rights and responsibilities. For this purpose, the Navy is in a partnership with Lincoln Military Housing (LMH) to provide homes and maintenance services to military families in the Hampton Roads area. In this partnership, LMH considers it their duty to improve the quality of life for those who live in their communities, but their main responsibilities include construction, renovation, maintenance and day-to-day management of the housing.

Currently, LMH offers 3,989 enlisted homes and 169 officer homes in the Hampton Roads area, which include: Little Creek, Norfolk, Portsmouth, Northwest, Oceana/Dam Neck, Portsmouth and Yorktown. PPV housing may be located on or off government property and may include former military housing. PPV housing is only found in the Contiguous United States (CONUS), including Hawaii.

The ultimate goal is zero out-of-pocket rent expenses for PPV housing residents who sign a lease with the property management company. Service members still receive their housing allowance and pay rent directly to the property manager. There is no pet deposit and, if rent is paid by direct deposit, there is no security deposit.

From time to time, residents may have a need to place a request for maintenance and service to their PPV home. If you are currently living in an LMH community and are in need of immediate maintenance or repairs, contact Lincoln At Your Service at (888) 578-4141. LMH provides this 24-hour service call desk for all emergencies. For standard maintenance issues, please use the service request form found online at [www.lincolnservicetrack.com/ResidentPortal/Residents.asp?hProperty=](http://www.lincolnservicetrack.com/ResidentPortal/Residents.asp?hProperty=). There, residents must enter a username and password to submit a request. If you are a first-time user, residents are given the ability to register for access.

If you require further assistance call the LMH office for your community and speak to the community representative. If the problem persists, call the LMH district office and ask to speak to the district manager. If the issue is still not resolved, call the LMH general management office (GMO) and ask to speak to the regional property manager (RPM) for your community. In the unlikely event the RPM cannot satisfy your request, contact the LMH GMO and ask for the vice president of LMH. If the issue still remains, contact your military representative at the Navy Housing Welcome Centers (NHWC).

NHWC's continue to take applications for base housing and manage the waiting lists and make referrals. To inquire about the waiting list, visit Navy OneStop at [www.housing.navy.mil/onestop](http://www.housing.navy.mil/onestop). Service members are required to check into the NHWC before negotiating off-base housing. The housing offices will assist service members in locating civilian vacancies.

The Southside NHWC is open Mon.-Fri., 7:30 a.m. - 4:45 p.m. It is located at 7924 14th St. in Norfolk. For more information, call 445-2832 or (800) 628-7510. The Peninsula NHWC is open Mon.-Fri., 8 a.m. - 4:15 p.m. It is located at 1970 Von Stuben Dr. in Newport News. For more information, call 847-7806.

If you are looking to purchase a home in Hampton Roads, the area offers numerous homes of varying sizes to accommodate small and large families, however, rental properties are always in higher demand and availability may require some research. Keep in mind that costs for rental units during the summer months may be higher near the Virginia Beach resort area due to the influx of vacationers.

Average apartment rentals in Hampton Roads range in price and can be found to accommodate families of all sizes. Rentals on the Peninsula may have a lower monthly rent, but when budgeting, it is important to allow for added transportation expenses that may occur. Contact the NHWC for more information, including information about the Rental Partnership Program (RPP). RPP contains properties designated for military personnel at reduced rates.

Editor's note: Balfour Beatty Communities residential community at Fort Story offers approximately 250 PPV homes. For more information about their housing, they can be reached at 962-3511, Mon. - Fri. 8 a.m. - 5 p.m. This is their 24 Hr. Emergency Maintenance number also.