

## **Q & A'S REGARDING NON-MILITARY MEMBERS LIVING IN MILITARY HOUSING**

**Location:** Tyndall AIR FORCE

**Overall message:** The Air Force and BBC are offering family housing rentals on Tyndall AIR FORCE to other qualified residents; these eligible members will consist of single airmen, DoD employees, current and retired federal service employees, retired military members, and members of the Guard and Reserve and civilians.

### **RESIDENT QUESTIONS:**

#### **Why is Tyndall AFB Homes offering homes to other applicants?**

- Tyndall AFB Homes has been opened to other qualified residents. A tenant waterfall policy, enacted by all Military Services for each privatization project, allows us to rent to non-military families under specific circumstances, such as low occupancy. Once the demand has been met for our military families who need accommodations in military housing, it may be offered to other resident categories, including retired military members, current and retired federal service employees, Department of Defense contractors, single airmen, and members of the Guard and Reserve, and civilians. These people are part of our community. We work with many of them every day, we know them and they know us.

#### **Who can move into these homes?**

- As of January 2017, we will invite single airmen, DoD employees, current and retired federal service employees, retired military members, members of the Guard and Reserve and civilians to lease homes in designated neighborhoods at Tyndall AIR FORCE.

#### **What is the application process for non-military applicants?**

Potential residents must apply and qualify for housing. As a part of the application, a comprehensive background check, including credit report will be obtained through a local agency, a criminal check will be processed, and employment as well as residential history will be verified. Every applicant will be required to go through a screening process with our 3<sup>rd</sup> party processor on income, credit, background and rental history. Monthly rental rates for non-active duty are based on market rental rates and the specific home style.

**When will this happen?**

Tyndall Air Force has welcomed contractors, single airmen, and members of the Guard and Reserve. These people are part of our community, and we now invite qualified civilians to join the community if they meet our application standards.

**What rental rate will they pay?**

Residents will pay the established market rental rate. This equates to similar rents in the local market. Other qualified residents will also have to pay applicable fees such as security deposits and pet fees.

**What is the length of the tenant agreement?**

12 months

**Will we be able to pay that rental rate?**

We are prepared to discuss this with each resident individually and explain your options.

**How did you determine what rent to charge them?**

Through an extensive market rate survey, our office has determined a rate that is equal to similar properties in the area. All services and utilities offered in our community will be included in the market rent.

**What will be included in their rent?**

All services will be included in the rent. Every resident will participate in the utility billing program already in place.

**Can we move to a better house, if one is available?**

The community management office continues to allow approved transfers within the community. Please contact the office to speak with management about a home that best suits your needs.

### **How many homes will be listed?**

There are 536 units at Felix Lake, Redfish Point, Bayview and Beacon Beach and 491 are currently occupied by military families. All vacant units at this location will be available for lease by single airmen, DoD employees, current and retired federal service employees, retired military members, and members of the Guard and Reserve and civilians.

### **What precautions are BBC and the Air Force taking to keep us safe and secure?**

- We expect all residents to comply with the lease terms and Resident Guide. Balfour Beatty does reinforce the provisions of the lease and any non-compliance with these terms can result in termination of the lease.

### **Is this a permanent change?**

- As we see an increase in demand from military families, we will stop leasing to all other qualified residents. Our first priority is always to our active-duty military families.

### **What happens if housing is full and Air Force families want to move here?**

- As we see an increase in demand from military families, we will stop leasing to all non-military personnel and it may become necessary not to renew civilian leases to accommodate military families on a waitlist. Our first priority is always to our active-duty military families.

### **What is the recourse for misbehaving residents?**

- Every resident will receive a notice for any violation as outlined in our Resident Guide. If the resident has repeated violations we will pursue eviction through the court system.

### **Do other bases open to other eligible tenants?**

- Yes, welcoming other qualified residents has been done at several other bases around the country. And here at Tyndall, we are currently offering homes to other qualified residents at Shoal Point and Bay View.

### **If these homes don't get rented, then what? Will we lose services?**

- We expect that we will be successful with leasing the available homes to other qualified residents. You should not expect to lose any services that are provided by BBC.