

*Joint Base McGuire-Dix-Lakehurst
Privatized Housing
Resident Advocate*



Win as One



The FY20 National Defense Authorization Act mandated that every military installation with privatized housing create a Resident Advocate position to work on behalf of the residents. The newly created Privatized Housing Resident Advocate (RA) role serves to assist residents in the identification and resolution of privatized housing challenges. Resident Advocates report directly to the installation's Wing Commander, advocate for housing residents and advise senior staff and leadership across the Wing. They are key advisors to Wing leadership, and are responsible for crafting and leading the strategy for, and execution of critical advocacy services on behalf of military members and their families. Resident Advocates focus on maximizing mission readiness by driving a culture which ensures military members and their families live in safe, healthy, secure privatized housing residences.

In order to effectively engage residents and provide them with a unified voice, the RA is tasked with establishing and maintaining resident councils for each neighborhood. The council serves as a forum for military families to discuss concerns and improvement opportunities while maintaining positive interaction with United Communities and Wing Leadership.

As your Resident Advocate, it is my goal to build a strong relationship with the residents I serve and work closely with our Privatized Housing partners to make your living experience at Joint Base McGuire-Dix-Lakehurst the absolute best it can be.

Contact Information:

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Resident's Bill of Rights:

1. The right to reside in a housing unit and a community that meets applicable health and environmental standards.
2. The right to reside in a housing unit that has working fixtures, appliances, and utilities and to reside in a community with well-maintained common areas and amenity spaces.
3. The right to a written lease with clearly defined rental terms to establish tenancy in a housing unit, including any addendums and other regulations imposed by the Landlord regarding occupancy of the housing unit and use of common areas.
4. The right to a plain-language briefing, before signing a lease and 30 days after move-in, by the installation housing office on all rights and responsibilities associated with tenancy of the housing unit, including information regarding the existence of any additional fees authorized by the lease, any utilities payments, the procedures for submitting and tracking work orders, the identity of the military tenant advocate, and the dispute resolution process.
5. The right to have sufficient time and opportunity to prepare and be present for move-in and move-out inspections, including an opportunity to obtain and complete necessary paperwork.
6. The right to report inadequate housing standards or deficits in habitability of the housing unit to the Landlord, the chain of command, and housing management office without fear of reprisal or retaliation, including reprisal or retaliation in the following forms: (A) unlawful recovery of, or attempt to recover, possession of the housing unit; (B) unlawfully increasing the rent, decreasing services, or increasing the obligations of a Tenant; (C) interference with a Tenant's right to privacy; (D) harassment of a Tenant; (E) refusal to honor the terms of the lease; or (F) interference with the career of a Tenant.
7. The right of access to a Military Tenant Advocate or a military legal assistance attorney, through the housing management office of the installation of the Department at which the housing unit is located to assist in the preparation of requests to initiate dispute resolution.

8. The right to receive property management services provided by a Landlord that meet or exceed industry standards and that are performed by professionally and appropriately trained, responsive and courteous customer service and maintenance staff.
9. The right to have multiple, convenient methods to communicate directly with the Landlord maintenance staff, and to receive consistently honest, accurate, straightforward, and responsive communications.
10. The right to have access to an electronic work order system through which a Tenant may request maintenance or repairs of a housing unit and track the progress of the work.
11. With respect to maintenance and repairs to a housing unit, the right to the following: (A) prompt and professional maintenance and repair; (B) to be informed of the required time frame for maintenance or repairs when a maintenance request is submitted; and (C) in the case of maintenance or repairs necessary to ensure habitability of a housing unit, to prompt relocation into suitable lodging or other housing at no cost to the Tenant until the maintenance or repairs are completed.
12. The right to receive advice from military legal assistance on procedures involving mechanisms for resolving disputes with the property management company or property manager to include mediation, arbitration, and filing claims against a Landlord.
13. The right to have reasonable, advance notice of any entrance by a Landlord, installation housing staff, or chain of command into the housing unit, except in the case of an emergency or abandonment of the housing unit.
14. The right to not pay non-refundable fees or have application of rent credits arbitrarily held.
15. The right to expect common documents, forms, and processes for housing units will be the same for all installations of the Department, to the maximum extent applicable without violating local, State, and Federal regulations.

Mission:

Provide privatized housing residents with safe and healthy homes by serving as a liaison between the residents, Project Owner, Military Housing Office and the Installation Commander for issues pertaining to resident's rights and advocacy. Be a proactive agent for addressing concerns before they become disputes.

Vision:

Enhance readiness capabilities by reducing health and safety concerns of our warfighters and their families.

