HSO Support and Relationship w/RCI Partners (Landlord/Tenant Relations)

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10 USC Sec 1056 requires the SecDef to carry out a relocation assistance program for Servicemembers and their Families.

Department of Defense Manual (DoDM) 4165.63-M re-emphasizes legal requirements and further defines roles and responsibilities for the housing portions.

**Destination/Preparation information -**

- Moving costs
- Child care
- Cultural adaptation
  
  Housing costs and availability
  Spouse employment opportunities
  Community orientation

**Settling-in services –**

- Available government living quarters and/or private housing
- Child care
- Cultural adaptation
  
  Spouse employment opportunities
  Community orientation

**On-going counseling/assistance -**

- Financial Management
- Renting*
- Property management
  
  Home buying and selling*
  Stress management/abuse prevention
  Household goods shipment and storage

* emphasis on locating adequate & affordable housing
Charter functions come from DoDM 4165.63 and Army Regulation (AR) 420-1

One-Stop, Full Service from Arrival to Departure for the Following:

- non-discriminatory listings of adequate and affordable rental and for-sale housing

- rental negotiations and lease review

- home buying counseling

- **landlord-tenant dispute resolution**

- housing allowance data submission

- property inspections

- administrative assistance with utility company fees/deposits, connections, and billings

- briefings (in- and out-processing, entitlements)

- housing availability certifications
U.S. Army prohibited from transferring the following services performed by HSOs to a non-government entity:

- Fair Housing Act complaint management and validation
- Restricted properties list management
- Basic Allowance for Housing (BAH) data submission
- Signatory on all relative government forms, including in/out-processing documents
- Official government liaison to local, state, and national agencies for purposes of promoting and securing military needs
HSOs can and should provide mediation and conflict resolution for the privatized landlords and Soldiers and Families residing in privatized housing.

Army RCI partners are part of our community.

Army Housing Academy (AHA) HSO courses have sections/units on mediation and conflict resolution.
Questions??

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