



DEPARTMENT OF THE AIR FORCE
502D AIR BASE WING
JOINT BASE SAN ANTONIO

Brigadier General Laura L. Lenderman
Commander, 502 ABW and Joint Base San Antonio
2080 Wilson Way
JBSA-Fort Sam Houston TX 78234-7680

Dear JBSA Housing Residents,

Our Joint Base San Antonio team is fully committed to ensuring military service members, civilians, retirees, and their families enjoy safe, well maintained, quality homes and communities. The Department of Defense recently published the Military Housing Privatization Initiative (MHPI) Tenant Bill of Rights. There are currently 15 specific rights summarized as follows:

- 1) Right to live in a housing unit/community that meets all health and environmental standards
- 2) Right to reside in a housing unit that has working fixtures, appliances and utilities
- 3) Right to a written lease with clearly defined rental terms
- 4) Right to a plain language briefing before signing the lease and 30 days after move in
- 5) Right to have sufficient time to prepare for move-in and move-out inspections
- 6) Right to report inadequate housing to landlord, chain of command and housing office
- 7) Right to access military tenant advocate and military legal assistance
- 8) Right to professional and courteous property management services
- 9) Right to multiple convenient methods to communicate with landlord and maintenance staff
- 10) Right to have access to an electronic work order system
- 11) Right to prompt and professional maintenance and repairs
- 12) Right to receive advice from military legal assistance to resolve disputes
- 13) Right to reasonable advance notice of any entrance into the home
- 14) Right to not pay non-refundable fees or have application of rent credits held
- 15) Right to expect common documents, forms and processes for DoD privatized housing

The military services are committed to providing the full benefit of these 15 rights by 1 May 2020. An additional 3 rights (access to maintenance history, process for dispute resolution, and withholding of rent until disputes are resolved) are being developed with a goal to make these rights available as soon as possible. If you have questions regarding these rights, please contact our Military Housing Offices (MHO): 1) JBSA-Ft Sam Houston, Ms. Donna Jones, (210) 221-0881, 2) JBSA-Lackland, Ms. Elvira Martinez, (210) 671-1840 and 3) JBSA-Randolph, Ms. Diane Butler, (210) 652-1840.

We are committed to improving our privatized housing and ensuring the trust and confidence of our residents. These new rights will continue to help ensure our residents and their families have safe and secure housing that meets our required quality standards.

Digitally Signed By:
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Date: 2020.03.01 19:38:18-06'00'

LAURA L. LENDERMAN
Brigadier General, USAF
Commander

Attachment
Bill of Rights