

Single Soldier Housing (SSH)



The Garrison Commander has authorized Single Soldier to reside off post effective 1 September 2011 until the current policy is revoked. All E5 and below Soldiers will need a Certificate of Non-Availability (CNA) from the DPW Housing Office to be authorized Basic Allowance for

Housing (BAH) at the without dependent rate by DFAS and will need to be renewed annually.

Information Websites



Off Post Housing Referral



Off Post Lodging Referrals



Out Processing Personnel

Personnel residing on-post must have a letter from Hunt Management Company to be clear by this office.

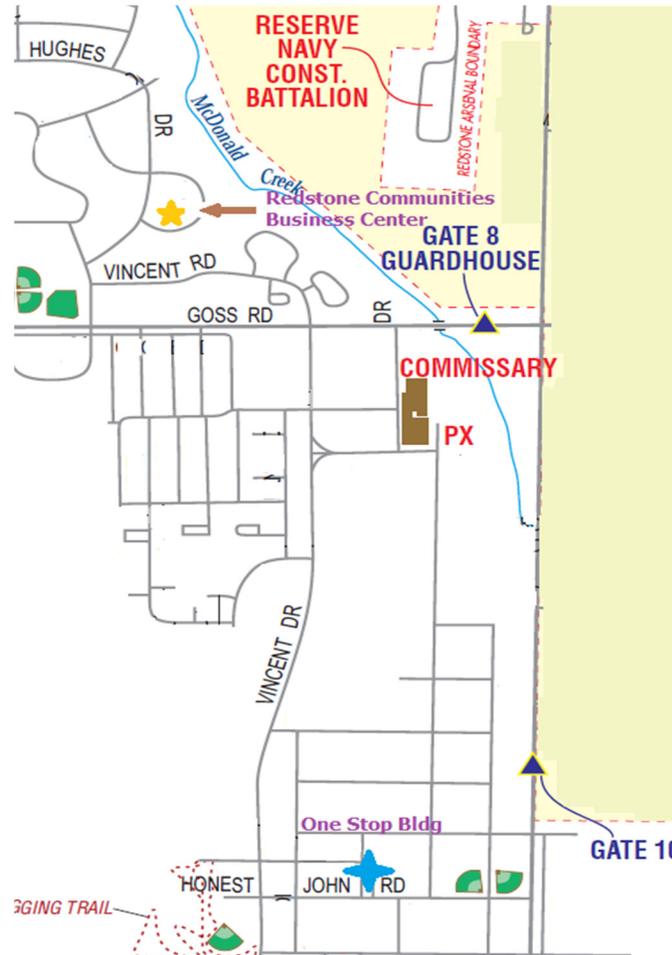
Tip ~ Obtain letters of references from your current landlord or the management company and the utility company to hopefully lower your personal expenses in deposit.

PTDY

Inbound Soldiers on Permissive TDY must report to the gaining on-post housing office prior to starting house hunting to have their leave form (DA form 31) stamped and dated by the Housing Service Office. Failure to do so will result in Soldier being charged leave for entire period.

Business Hours

DPW Housing Office is the government side of housing supporting our military and civilian work force on Redstone Arsenal for in & out processing requirements. Business hours are from 0800 to 1630hrs Mon thru Fri except federal holiday or authorized closures by the garrison. The Housing Service Office (HSO) is located inside Redstone Communities Business Center on 302 Hughes Road.



Directorate of Public Works Housing Branch



IMCOM

SOLDIERS • FAMILIES • CIVILIANS

Redstone Arsenal Housing Mission:

To ensure that all service members, government employees and their families receive timely and accurate housing service and are treated with the respect and courtesy they so richly deserve.

Housing Service Office
Redstone Arsenal
302 Hughes Road

(256) 876-6666
(DSN) 746-6666

Email: usarmy.redstone.imcom.mbx.housing-garrison@mail.mil

Army Housing Online User Services is available at:
<https://www.housing.army.mil>



Army Partnerships

Housing Service Office



The overall goal is to promote the RCI project and provide housing referral services to include mediating resident disputes. Provide guidance and assistance to all incoming and departing personnel on housing needs. Serve as advocate to ensure that our customers receive the best on/off post housing accommodation.

The Housing Service Office (HSO) is available to assist with your housing referral needs with information and publications on the local housing market. Our Housing Referral Specialist can assist with reviewing your lease prior to signing to protect you against predatory tactics.

Please Note That:

1. Alabama is a “Buyer-Beware” state.
2. Be sure there is a military clause within the text of the lease, a legal contract between the renter and lessor.
3. Checkout the HUD.gov and VA.gov websites for home buying and VA home loan information.



The Privatized Army Lodging program is a partnership between the Army and private industry to improve the condition of on-post lodging facilities and provide for their long-term sustainment. Privatization initiative gives the Army the ability to leverage private sector capital and best business practices, providing quality facilities today.

Building 3440 Aerobee Road
Front Desk (256) 924-7707
Email: guestservices.redstone@ihg.com

SNA (Statements of Non-Availability) are not required due to privatization of lodging.



The RCI program is under the Military Housing Privatization Initiative Act, which provides the installation with alternative authorities for the construction and improvement of military housing. Under these authorities, the installation can leverage appropriated housing construction funds and government-owned assets to attract private capital and expertise in an effort to improve the quality of life for all to residents (military personnel and retirees as well as DoD and federal agency civilians) and their families.

The Army’s privatization programs is an essential component of the Army’s overall acquisition strategy for meeting its Family housing needs. It relies on partnership relationships between the Army and the private sector and on dedicated support from the Government, private industry, and Congress.

Privatization Objectives:

- + Too improve the quality of life for residents and their families
- + Use of private sector capital and provide common level of service received off post
- + Overcome revitalization backlog
- + Provide for long-term sustainment from the service charges
- + Capitalize on success of a proven initiative
- + Reduce utility and construction cost

Privatized Family Housing



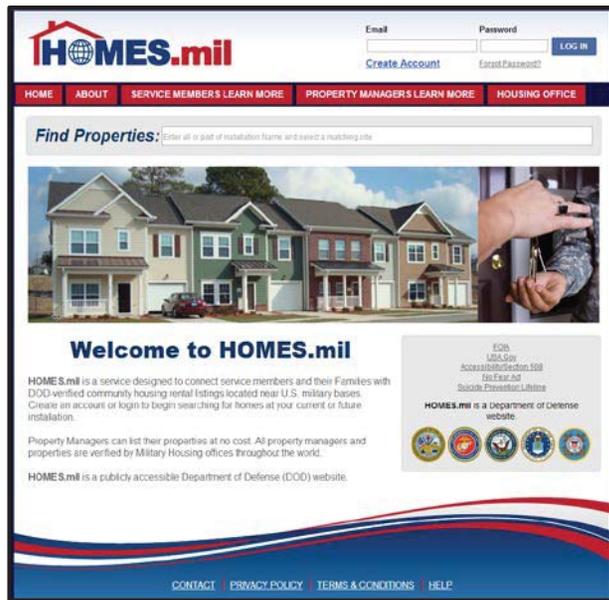
Redstone Family Housing is conveniently located between Huntsville and Madison and offers two, three, four, and five bedroom units. All units have central air conditioning, dishwashers, ranges, and refrigerators. Renting offers advantages by offsetting the cost of routine maintenance and replacement cost of appliances. Trash, water, and sewage services are included.

All military personnel, retirees, as well as DoD and federal agency civilians seeking housing may qualify to reside on the Arsenal. DoD employee residences and their spouse could be issued a Post Exchange card for convenience shopping on the Arsenal. Our partner is offer competitive market rents for one and two-story homes in single, duplex, and multiplex facilities. There are advantages with residing on the Arsenal than just a short commute to your home for lunch during the workweek such as on post services and activities and not just from Morale, Welfare & Recreation.

Avoid the cost and hassle associated with purchasing, up-keeping, or selling a house. Inbound personal could consider to residing on the Arsenal while determining options for permanent off-post accommodations. Transitioning personnel should avoid making a rush major financial decision when the housing market has become volatile.

Redstone Family Housing
A Hunt Military Community
302 Hughes Road
Redstone Arsenal, AL 35808

Office: (256) 430-1517
Fax: (256) 722-8799
<http://www.redstonefamilyhousing.com>



HOMES.mil provides installation housing offices with a tool to enhance customer service and support for Service Members and Families in providing home-finding services

- Housing Offices can work closely with Property Managers to ensure listings are updated and reflects the most current rental information
- Housing Offices can help manage and provide oversight of all rental listings in the community

HOMES.mil provides Service Members and Families home-finding services

- Provides search features and display options that can will allow listings to be saved for future use
- Allows Service Members to compare up to 5 different properties at one time
- Provides Google maps to display closest listings to Service Member's assigned installation and tools to make informed housing decisions

HOMES.mil Accounts

▪ Service Member Accounts

- Service Member Account requires compliance with DoD Password policy
- Service Member receives automatic welcome email to HOMES.mil once account is created
- Service Member can then log into HOMES.mil; options to change installation and/or Update Account to add listing on "Landing Page" tab

▪ Property Managers Accounts

- Property Manager Accounts require approval from local installation housing office
- Property Manager accounts require at least one listing added before account can be approved



- Property Managers will receive automatic welcome email to HOMES.mil once approval received by the installation Housing Office
- Facilitates communication with the Housing Office

Property Listings

- Customers can search on Property Listings - select the installation, then refine your search needs
- Customers can use City, State, Zip, Complex, School District, Community, or Listing ID
- Customers can view property details by selecting City, State, Zip link on the Search page
- Contact information can be viewed; can send email
- Allows view of property in Google Maps
- HOMES.mil provides Property Manager or Service Member with an upgraded account to add a new listing
- Ability to add photos of the listing (one photo at a time with max of 10), but not required
- Property Manager listings not updated in 30 days will receive email reminder - 14 days to update listing
- All listings are set to not visible 14 days after expiration date



Support Available for HOMES.mil Users

- Contact Link - Available to all users; account not required
- Online form for requesting support
- No telephone support available from HOMES.mil

What is HOMES.mil?

Housing On-line Military Enterprise System is a public-facing IT system for community rental listings. This system is an OSD approved system and is supported by Enterprise Military Housing (eMH).

- HOMES.mil is used by all Branches of Service
- Provides visibility of community rentals for all Service Members worldwide
- Public Users can access HOMES.mil without an account and conduct searches; cannot select into a listing or contact the housing office without an account
- Services Members may create an account
- Property Managers may create an account
- Homes.mil requires a valid password to establish an account IAW DOD Password Rules
- Passwords must be changed every 60 days
- An automated email is sent out once account is established

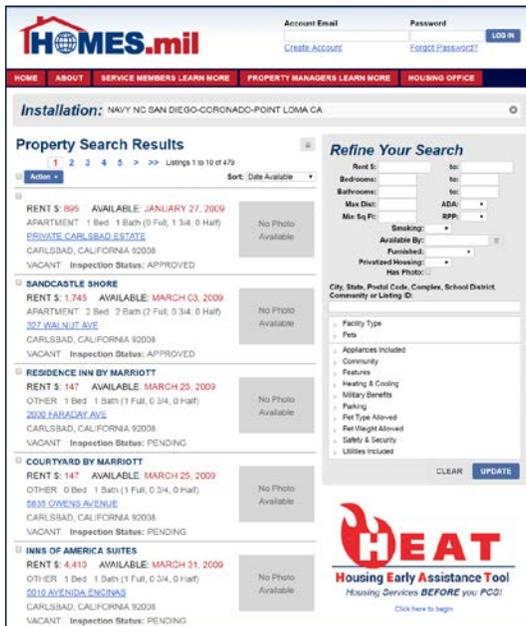


The Enterprise Military Housing (eMH) information technology (IT) system is an integrated joint-service (Air Force, Army, Navy and USMC) enterprise system that supports management of installation, region, and headquarters unaccompanied and family housing business processes throughout the world.

HOMES.mil

An update of the HOMES.mil website has been deployed. See below for an overview of this functionality.

View Property Details Without Logging In



Service Members and their families will no longer have to create an account and log in to HOMES.mil in order to view property listing details. All HOMES.mil users can now view details about each listing, contact Property Managers by email, compare multiple listings and map rental properties without logging in.

Advanced features, like saving search criteria or setting favorite listings, will require the user to be logged in.

HEAT

The Housing Early Application Tool (HEAT) has been renamed to Housing Early Assistance Tool. The logo and hyperlink has been updated throughout HOMES.mil.



What eMH Support is Available to Me?

Policy and process questions and concerns should be addressed through the Service's chain of command. For eMH "How to use" and eMH troubleshooting support, the following options are available:

- ✓ **eMH Support Office:** Please contact the eMH Support Office via email or telephone (information noted to the right).
- ✓ **Online Training Clips:** for additional information on how to use the Family Housing Module or HOMES.mil, view the web-based training sessions within the *eMH Training Tools* module under the *Housing Training* functional area in eMH. Select **Family Housing Module (FHM)** or **HOMES.mil** from the 'Module/Category' dropdown to view the available training clips.
- ✓ **Outreach Messaging and Other Supporting Documentation:** A copy of this message is available in *eMH Support & ICR* module under the *Housing Information* functional area in eMH. Select **HOMES.mil** from the 'Module/Category' dropdown to view all available documentation.



enterprise Military Housing

Worldwide Support Office Operations

Herndon, Virginia / Heidelberg, Germany / Atsugi, Japan

EMAIL	emhsupport@aemcorp.com
WWW	https://www.emh.housing.navy.mil (CAC Required)
CONUS	Toll Free (800) 877 - 8503
	Local (703) 435 - 2506
OCONUS	94 - 800 - 877 - 8503