



REPLY TO  
ATTENTION OF

**DEPARTMENT OF THE ARMY**  
**INSTALLATION MANAGEMENT COMMAND**  
**HEADQUARTERS, UNITED STATES ARMY GARRISON**  
**PICATINNY ARSENAL, NEW JERSEY 07806-5000**



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MEMORANDUM FOR All Picatinny Arsenal Employees

SUBJECT: Garrison Commander's Resident Housing Policy

1. The Garrison welcomes you and your family to Picatinny Arsenal, *The Army's Home in Northern New Jersey*. This is a brief overview of the housing opportunities, amenities, services, and guidelines for living on Picatinny Arsenal. Picatinny Arsenal is a small military community that offers a variety of homes ranging from three to five bedrooms. Of our seventy-one homes, twenty are newly constructed duplex homes and six single family houses with three to four bedrooms. Our residential housing areas provide comfortable living, safety, security, fire and police protection, a gymnasium, a DECA Commissary, an AAFES Post Exchange, Frog Falls (swimming pool), Samuel Adams Pub, 18-hole golf course and a brand new Child Development Center. Also within five minutes of the Arsenal is the Rockaway Mall, AMC Movie Theatre and many local restaurants.
2. Picatinny Arsenal is only forty minutes east of the Pocono Mountains and an hour north of the Jersey Shore. Plus, New York City is only forty-five miles away -- attracting people from all over the world who come for New York's culture and fast-paced cosmopolitan lifestyle. Don't forget the professional sports teams that include National Football League Giants and Jets, Major League Baseball's Mets and Yankees, NBA Basketball's Knicks and Nets, and NHL hockey's Devils, Islanders and Rangers. When you add up all of this, you can't help but love this northern corner of New Jersey, which offers unlimited entertainment opportunity for you and your family.
3. Picatinny Arsenal's housing has been privatized since 2006 with our partner Balfour Beatty Communities (BBC). The relationship with BBC is very strong and positive. We as a "collective" Team provide exceptional service and care for our Military Community and our Families. I am confident your experience at Picatinny Arsenal will be enjoyable.
4. Picatinny Arsenal's uniquely small military community does not allow us to separate housing areas based on rank. The Commanding General is assigned Quarters 112 which is located on Joyes Lane. Additionally, all homes on Farley Ave and Quarters 3250 on Navy Hill have been designated for Senior Key and Essential Personnel assigned to Picatinny Arsenal. These Senior Key and Essential Personnel will be assigned homes on the established priority list: Command Selection List (CSL) COL, COL, CSL LTC, LTC. In cases where no COL or LTC are on the waiting list and no incoming COLs or LTC are projected to arrive at Picatinny Arsenal within 30 days, the vacant homes in this area may be offered to MAJs according to their eligibility date. The Key and Essential List applies to all sister service equivalents.

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a. Personnel filling positions designated as Senior Key and Essential will receive priority for homes on Farley Ave and Quarters 3250 on Navy Hill, in accordance with the approved policy.

b. The overall size of the family will be a key component in determining housing requirement, i.e. the size of a home. Based on rank and number of bedrooms, families will have a range of different home floor plans. Larger homes will be made available to larger families depending on the number of homes available.

c. Rent will be based on Service Member's Basic Allowance for Housing (BAH) with dependant rate for the resident's grade, not the category or size of the housing unit.

5. **In-Processing.** It is imperative that all Service Members in-process through the Human Resources Department and Army Community Services (ACS) prior to in-processing through the Residential Community Office (RCO). The purpose for in-processing in this sequence is to ensure that all supporting agencies know you have arrived safely and are given the opportunity to properly welcome you and your family to Picatinny Arsenal. Additionally, all Service Members must in-process through the RCO prior to in-processing through Balfour Beatty Communities, our housing partner.

6. Per Headquarters, Installation Management Command (IMCOM), the Residential Communities Initiative (RCI) Waiting List Procedures have been changed as of 1 August 2010 to allow for advance housing applications.

a. Active duty Service Members, with current orders, are eligible to apply for on-post housing. Advance applications are allowed and Service Members are eligible to be placed on the waiting list once they have completed and submitted all application documents to Balfour Beatty Communities.

b. Applications with orders and supporting documentation can be mailed, faxed, emailed or hand delivered. All active duty Service Members who apply for on-post housing are required to submit:

- (1) Copy of current orders,
- (2) Copy of most recent Form DD-1172 (DEERS Enrollment)-Listing all dependents,
- (3) Copy of Common Access Card (CAC)-must present in person when you arrive,
- (4) Copy of DA-31, or other services' equivalent-clearing papers.

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c. Applicants will be placed on the applicable waiting list based on rank and number of family members. If all documentation is not provided, applicants will not be placed on the waiting list or offered a home until all required documentation is received.

d. **Eligibility Date:** The Service Members effective eligibility date is the day he/she signs out of the losing unit/installation.

e. **Online and Faxed Application.** Applicants who submit all required supporting documents, will be placed on the waiting list with an effective date equal to the date the Service Member departed the last duty station (as verified by signed DA-31). All supporting documentation must be provided at the time of application or within ten (10) days of the application submission. The waiting list application will be placed in administrative hold until all documentation has been received.

f. **Walk-in Applicant.** Effective date of wait list placement will equal the date the Service Member departed the last duty station, as verified by DA-31, or other services' equivalent, except those applicants who apply after 30 days of arrival will be placed on the wait list with an effective date equal to the date of application. In that case, all supporting documentation must be provided at the time of application, otherwise, the effective date will be the date in which all supporting documentation is received.

7. We have a 10% Freeze Zone, where families that have advanced to the top 10% of their waiting list cannot be "bumped" by another incoming family regardless of that family's special circumstances or needs.

8. **Assignment of Quarters.** Applicants will be notified when homes become available and will be offered a reasonable period (no more than 2 days) to preview and make their selection from the available homes. Each applicant will be given two opportunities to select a home before being removed from the waiting list. Once the Service Member has been removed from the waiting list, he or she may reapply at any time and be placed back on the bottom of the waiting list. The date of placement on the new waiting list will become the new date of eligibility. Requests for exceptions to this policy will be presented to the BBC Community Manager.

9. **Service Calls.** Residents may submit service request by contacting BBC at (973) 328-2992 or on-line for routine maintenance services only. Please contact the Community Management Office for emergencies.

a. Service calls will be scheduled with the resident to be completed at a convenient time. When a call is received by BBC, a management staff member will log in the work order and schedule a date and approximate time for the work to be performed. All incoming service requests and resulting work orders will be assigned a priority code to identify the priority status of that work order and to designate the required response time (see enclosure). Maintenance technicians will accomplish all work quickly, professionally and courteously. Maintenance staff

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will take care to prevent damage to the resident's property and will thoroughly clean up after the repair is completed.

b. In order to monitor the performance of services provided, maintenance technicians will provide residents with a comment card every time a service is conducted in their home. Residents are encouraged to fill out the comment cards and provide remarks. The purpose of these comment cards is to determine if we are satisfying the needs of the residents. The cards assist in providing data such as what areas should be sustained and areas that need improvement. The results will be compiled and quantitatively summarized after each mailing and used to determine program requirements, capital and operational improvements, as well as areas of focus for management and maintenance staff. All comment cards will be on a postage - paid return card so the resident can conveniently put them in the mail or place them in a drop box at the Community Management Office. If comment cards are not provided by the maintenance technician, residents are welcome to visit the BBC Office to complete and submit a card.

c. The Community Manager or Facility Manager, depending upon the nature of the comment, will follow up on all necessary responses and take appropriate action. Other options for addressing concerns relating housing services is to contact the BBC Community Manager, conduct an office visit to BBC, or call the RCO at extension 4-3506 or 4-2190. You may also submit concerns on the Interactive Customer Evaluation (ICE) link located on the Picatinny Arsenal Home page under the Garrison link.

d. BBC at Picatinny Arsenal provides an extremely user friendly web page that highlights our community, neighborhoods, floor plans, Lease Agreement, Application for Housing, Pet Addendum, Frequently Asked Questions (FAQs) and much more. This information can be found at: [www.picatinnyarsenalhomes.com](http://www.picatinnyarsenalhomes.com)

10. **Conduct of Children.** Parents are responsible for the conduct of their children. They must ensure that their children refrain from unsafe or destructive activities, such as digging holes in lawn areas and climbing trees or drainage spouts. Children must comply with the Installation and Community regulations while also respecting the rights and property of others. Parents should instruct their children to use the playgrounds in their particular neighborhood. For safety reasons, children and adults are required to wear protective headgear when bicycling, rollerblading, roller skating or skate boarding. When not in use, bicycles should be secured in their home or in their garage.

11. **Picatinny Arsenal Housing Services Office (HSO)** provides global referral processes, relocation counseling, housing counseling (buying, renting and selling), quality inspections, assistance with landlord disputes/discrimination complaints, BAH Survey Management, management of the BAH Survey Properties, real property database, real estate terms and definitions, and foreclosure resources within the Fair Housing Act.

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**12. Reason for Termination.** Notwithstanding the initial twelve months term of the Lease, a resident may terminate the on-Post lease during initial term with thirty days prior notice if the resident:

- a. Experiences a change in marital or dependents status that affects eligibility.
- b. Has received permanent change of station orders (PCS orders must be submitted).
- c. Has received temporary duty orders in excess of three months' duration to depart thirty-five miles radius, or more from the location of the premises.
- d. Is discharged or released from active duty with the Armed Forces of the United States or from their full-time duty or technician status with the National Guard.
- e. Dies or his/her spouse dies or the resident is declared missing-in-action. The spouse, next of kin or personal representative/executor of the descent's estate may exercise an early termination of this lease. Should the resident, dependants, next of kin, personal representative or executor choose to terminate this lease early, in accordance with the above provisions, rent is still due and payable in the amount of the BAH in accordance with the lease until the premises is permanently surrendered to landlord.
- f. If the resident seeks early termination of the lease, the resident shall deliver BBC Community Manager written notice stating the grounds for early termination with appropriate documentation supporting the grounds for early termination. The notice shall state the effective date and shall not be less than thirty days after the date landlord's receipt of notice except when early termination is necessary to comply with Military orders. If a resident vacates within twelve months of lease signing, the resident will be subject to one month's rent and a cancellation fee of \$250.00. Furthermore, all damages and fees will be collected before vacating.

**13. Maintaining Homes.** The resident is responsible for any and all damages to the property caused by Resident, his/her family members, pets or visitors and will be charged for damages according to the attached repair/replacement cost chart. This includes but is not limited to: loss of keys, burns/cuts on counter tops, holes in interior and exterior walls and doors, broken windows, torn patio and window screens caused by children or pets, lawns damaged by pets or deteriorated due to neglect and damage to carpet.

**14. Uninvited/Unannounced Intrusion.** Incoming residents must respect the privacy of existing residents while they wait for a home. Trespassing and looking in windows of occupied homes, and violations such as this, may result in removal from the waiting list. The BBC Community Management Team will provide floor plans and make every effort to show available/like homes.

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15. **Resident Bill of Rights** can be obtained at the following link:

[http://www.pica.army.mil/pw/Docs/Resident\\_Bill\\_of\\_Rights\\_Picatinny.pdf](http://www.pica.army.mil/pw/Docs/Resident_Bill_of_Rights_Picatinny.pdf)

16. **Resident Guide.** Other important information to include the Resident Guide can be found at the following link: <http://www.picatinnyarsenalhomes.com>.

17. Questions and concerns regarding this policy may be addressed to Eli Thomas, Asset Manager, Residential Communities Office, (973) 724-3506 or email [eli.thomas1@us.army.mil](mailto:eli.thomas1@us.army.mil), Doris Clark, Housing Service Office at (973) 724-2190 or email [doris.c.clark@us.army.mil](mailto:doris.c.clark@us.army.mil) or Deloris LaRosa, BBC Community Manger, (973) 328-2992 or email [dlarosa@bbcgrp.com](mailto:dlarosa@bbcgrp.com).

Encl  
Priority/Response Time Chart

  
HERB KOEHLER  
LTC, LG  
Garrison Commander

### Priority/Response Time Chart

<b>Priority</b>	<b>Response Time</b>
<b>1 Emergency</b> <ul style="list-style-type: none"> <li>• Natural gas leak</li> <li>• Electrical short or fire</li> <li>• Unsecured quarters</li> </ul>	<b>Within 2 Hours</b> <ul style="list-style-type: none"> <li>• All work to correct the emergency will be accomplished within one (1) day</li> <li>• Remaining work will be classified as Priority 2 Urgent, or Priority 3- Routine</li> <li>• Priority 1- Emergency work will be performed 24 hours per day, 365 days per year</li> </ul>
<b>2 Urgent</b> <ul style="list-style-type: none"> <li>• No air conditioning-outside temps above 80 degrees</li> <li>• No heat-outside temps below 60 degrees</li> <li>• Broken Glass, window-cracked only</li> </ul>	<b>Within 24 Hours to 3 Working Days</b> <ul style="list-style-type: none"> <li>• Repair/Maintenance work will be appraised within 24 hours and completed within three (3) working days of the service request. Subject to availability of parts.</li> </ul>
<b>3 Routine</b> <ul style="list-style-type: none"> <li>• Inoperative dishwasher-no leaks</li> <li>• Repair/replace weather stripping</li> </ul>	<b>Response Time: Within 3 to 5 Working Days</b> <ul style="list-style-type: none"> <li>• Repair/Maintenance work will be appraised within three working days of service request with all necessary repairs completed within five (5) working days.</li> </ul>