



DEPARTMENT OF THE NAVY

U.S. NAVAL BASE GUAM
PSC 455 BOX 152
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22 Jan 2024

NAVBASEGUAM NOTICE 11103

From: Commanding Officer, U.S. Naval Base Guam

Subj: NAVY HOUSING REFERRAL POLICY

Ref: (a) CNICINST M-11103.1
(b) DoDM 4165.63
(c) OSD, Military Compensation Policy
(d) DoD 7000.14-R Financial Management Regulation

Encl: (1) Navy Housing Inspection Checklist
(2) Uniformed Services Clause
(3) Detailed Sales/Rental Listing Form

1. **Purpose.** To promulgate guidance and criteria for the Operation of Housing Referral Services (HRS) and validation/site inspections performed by U.S. Naval Base Guam (NBG) Family Housing Government and Referral Services and Contractor Representative (hereafter referred to as "NBG Family Housing Representatives") for community housing.

2. **Discussion.** This notice provides guidelines for HRS to ensure basic life, health, and safety concerns are adhered to per references (a) through (d). This policy is intended to eliminate discrimination against Department of Defense personnel on the basis of race, color, religion, national origin, gender, age, disability or familial status in obtaining suitable housing accommodations in local communities.

3. **Applicability.** This notice applies to personnel assigned to and employed by NBG.

4. **Action**

a. NBG Family Housing Representative shall inquire from all accompanied and unaccompanied military personnel their desired housing location/neighborhood (e.g. Santa Rita, Hagat, Hagatna, etc.). Housing customer preferences shall be recorded in the enterprise Military Housing (eMH) database.

b. All Housing customers shall be properly briefed on community housing criteria's for suitability and requirements for validation, enclosure (1).

(1) Family Housing representatives shall ensure checklists for validation requirements are received prior to scheduling referral inspections.

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(2) Housing customers shall be provided a list of NBG pre-approved referral properties from HOMES.mil and month-to-month rentals.

c. All referral properties must be inspected and approved by the NBG Housing Service Center and shall adhere to the criteria set forth in reference (a) to be listed on HOMES.mil.

d. The NBG Housing Service Center (HSC) will contact a service member's command for assistance in resolving issues regarding indebtedness, when applicable.

(1) The HSC provides the Issue Resolution Program (IRP) for the resolution of complaints by the community landlord and/or service member. The purpose of these services is to advise parties to encourage resolution at the lowest level possible to avoid escalation to the court system. An HSC counselor serves as an unbiased party to affect reconciliation, resolution or compromise between two parties at odds before issues escalate to a more serious level, such as court proceedings, adverse credit ratings or evictions. HSC counselors must have a comprehensive knowledge of Federal, state and local landlord-tenant laws.

(2) HSC counselors must not provide legal advice. For all complaints outside the scope of the IRP, HSC counselors must provide the complainant contact information to the Navy Staff Judge Advocate (SJA), Fleet and Family Support Center (FFSC), command or local law enforcement.

e. Rental Partnership Program (RPP). The above inspection criteria is also addressed in reference (a) to ensure properties listed are well maintained and not pose a health, safety or fire hazard.

f. All Referral properties will be listed in HOMES.mil as the official site for facilities pre-approved and inspected by the HSC; however, when the CO imposes a restrictive sanction, the CO will direct the HSC to ensure the facility listing is made unavailable in eMH by placing a "Military Housing Office (MHO) Hold". MHO Hold allows the housing office to place a referral property on hold and not show on HOMES.mil, per reference (a).

5. Red Flag. Referral properties will be placed in a hold status for re-listing when issues are pending, such as return of security deposit, disputes, and/or any outstanding legal issues.

6. Record Management. Records created as a result of this notice, regardless of media or format, must be managed per Secretary of the Navy Manual 5210.1 of January 2012.



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Releasability and distribution:

This instruction is cleared for public release and is available electronically only via CNIC G2 Portal at <https://g2.cnic.navy.mil/NAVBASEGUAM/Pages/default.aspx>