

DPW  
Ms. Anderson (287-4058)  
15 September 2006

IMSW-HOD-PWH

SUBJECT: Deposit Waiver Program Fact Sheet

PURPOSE: To provide information about the Deposit Waiver Program.

FACTS:

1. The Fort Hood Deposit Waiver Program includes utilities, telephone, and security deposits for rental units. The Fort Hood Family Housing Office (FHFH) issues the waivers. For information or a listing of those companies participating, check with the Fort Hood Housing Office located in Building 18010.

2. The intent of the waiver program is to reduce the initial expense soldiers and their families incur during relocation to/within the Fort Hood area. Property owners/utility companies are requested to waive the deposit. Fort Hood, in return, is committed to maintaining the management of the Waiver Program through the Fort Hood Housing Office. Through command involvement, the Fort Hood Housing Office will make every reasonable effort to process and resolve debt complaints.

a. The foundation of the program is based on the following concepts: A dedicated Housing Office, Command involvement at all levels, the ability to track soldiers through their chain of command, enforcement of a detailed move-in inspection with the landlord, and restriction of the program to selected soldiers.

b. The landlord signs a Memorandum of Agreement (MOA) with Fort Hood in which an agreement is made to waive rental security deposit in lieu of a waiver. The landlord retains the right however, to demand the deposit should the soldier become delinquent during the term of the lease. The landlord further agrees that all rental property meet the Army housing inspection standards.

3. Once off-post quarters are obtained, soldiers must in-process with the Fort Hood Family Housing Office in Building 18010. Information will be required about the off-post address. The information requested is also provided to the Department of the Army (DA) and can impact on Basic Allowance for Housing (BAH) and other housing entitlements. After processing, the soldier is given the waivers requested.

4. Soldiers who request waivers are authorizing the Fort Hood Housing Office to release privacy act information such as forwarding address; to the landlord/utility company should there be a Complaint or failure to pay a just debt. In addition, every soldier must be aware that the chain of command will be notified should there be a delinquency or failure to pay a just debt for action IAW AR 600-15.

IMSW-HOD-PWH

SUBJECT: Rental Deposit Waiver Program Fact Sheet

5. Waivers.

a. TELEPHONE WAIVER PROCEDURES. Available to all soldiers, except those who reside in the barracks. (Soldiers living in the barracks should contact AAFES/Sprint at the 4ID Mini-Mall or the 1<sup>ST</sup> Cavalry Mini-mall for telephone service.) Waivers are picked up directly from the Fort Hood Family Housing Office.

b. UTILITY WAIVER PROCEDURES. After off-post quarters have been obtained, soldier must in-process with the Fort Hood Family Housing Office before obtaining waivers. Soldier should check with the landlord/utility company to determine which utilities are used to determine which waivers are needed.

c. RENTAL DEPOSIT WAIVERS (RDW). The rental waiver applies to the security deposit only. Once a rental unit has been leased, a joint inspection must be completed by the soldier and the landlord or his representative and must be presented in order to obtain the waiver. The soldier should then put these documents in a safe place and have them available when ready to move out of the apartment. In order to avoid dispute upon move out, this document must be carefully completed.

(1) Single soldiers drawing BAH and sharing an apartment with another soldier may each receive an RDW.

(2) There is no time restriction on getting the first rent deposit waiver.

(3) Soldiers that have an RDW and relocate may receive a rent deposit waiver for the new rental unit by returning the old waiver.

(4) Waivers are available to all soldiers assigned to Fort Hood and are authorized BAH. It is the responsibility of the landlord to determine if the soldier is creditworthy. The Fort Hood Housing Office is unable to run a credit report; therefore a waiver may have been issued. When a credit report indicates a poor credit/rental history the landlord should not accept a waiver: instead they should instruct the soldier to return the waiver to the Fort Hood Housing Office.

***If the tenant is a credit risk and the landlord accepts a deposit waiver, the tenant cannot be required to pay additional monies for a security deposit (example; first and last month's rent). If arbitration occurs and the tenant was charged a deposit, the deposit waiver is rendered invalid.***

(5) Effective 14 Nov 99 all rent deposit waivers include the agreement that the soldier must fulfill the lease term of the lease agreement before being assigned on-post housing. If the lease term is fulfilled, the soldier will not be denied assignment to on-post housing for non-rent damages or charges found at the move-out inspection. It is recommended that the landlord and tenant develop

IMSW-HOD-PWH

SUBJECT: Rental Deposit Waiver Program Fact Sheet

an agreement to pay any agreed upon move-out inspection charges, or, exercise their right to arbitration.

(6) When a soldier is moving between properties/apartments within the same agency, a new waiver must be issued. When the first lease is terminated and all issues resolved, the old waiver must be returned. A deposit may be required until the tenant returns with a new waiver. When the new waiver is received the deposit amount should be returned to the tenant, or may be applied to future rent at the tenant's request.

(7) A deposit waiver will remain in effect for the entire lease term. At the end of any lease term the tenant may request and receive the waiver after fulfilling all lease obligations and paying a deposit.

(8) If a dispute arises and a Deposit Waiver has been issued, both tenant and landlord agree to binding arbitration.

6. When a situation occurs that a property owner requires assistance with, the Fort Hood Housing Office links the soldier with their assigned Command Financial Advisor. All inquiries are forwarded to the commander, who in turn, will work with the soldier and the landlord in order to resolve the issue. The Fort Hood Housing Office will continually monitor the inquiry by the landlord to ensure that it is resolved in a timely manner.

7. Outprocessing. Soldiers who have been issued waivers must return them in order to clear the installation. This will require that all bills be paid in full. If a soldier is still on service with the utility company and has not established credit (one year without any late payments) the soldier will be required to pay a deposit to recover the waiver. If the soldier is still on service with the water company, a deposit will be required and if the soldier is still living in an apartment where a waiver was used for the security deposit, a deposit will be required. Waivers are only issued to soldiers assigned to a unit on Fort Hood and are only valid until the soldier clears the installation.

8. Property owners who desire to participate in the program must first register with the Fort Hood Housing Office and allow the property to be inspected to ensure compliance with Army Housing Off Post Standards. Once the inspection is completed and off post standards are met, all other necessary documents will be provided. Sample copies of the application, a copy of the Army Housing Standards and a draft copy of the Memorandum of Agreement (MOA) will also be provided. The signing of the MOA finalizes the application process and the property owner/property is then listed with the Fort Hood Housing Office indicating that owner/manager accepts waivers.

IMSW-HOD-PWH

SUBJECT: Rental Deposit Waiver Program Fact Sheet

9. Visit our website at [www.dpw.hood.army.mil](http://www.dpw.hood.army.mil) for more information on housing services and policies.

(Original Signed)

AUTHENTICATION: CAROL J. ANDERSON

DATE: 15 September 2006