

FACT SHEET

DPW
Ms. Susan Burrow (287-4058)
16 April 2014

IMHD-PWH

SUBJECT: Housing Services Office Fact Sheet

PURPOSE: To provide information on services provided by the Housing Services Office (HSO) and programs for Service Members assigned to Fort Hood.

FACTS:

1. Prior to making arrangements for off-post housing, all newly assigned personnel are required to contact the HSO, to receive counseling services regarding living off-post. The HSO offers the following services to assist Service Members and their Families:

- a. Available rental listings in the surrounding communities (30-mile radius).
- b. Lease review/clarification, upon request by prospective occupant.
- c. Assistance in resolving complaints between tenants and landlords.
- d. Information on low-income housing, schools, etc.
- e. Service Members can in-process through the HSO, without signing into the installation.

2. The Deposit Waiver Program is discontinued, as of 1 May 2014, and waivers are no longer available through the HSO. Service Members, who received waivers prior to this date, must return them to HSO when they out-process in order to receive the HSO stamp on their out-processing paperwork.

a. Rental and Utility Deposit Waivers - Participating landlords and utility companies will return waivers, once account balances are paid in full.

b. Tenants/Landlords - The HSO will continue to assist with an Arbitrator, who mediates disputes between tenants and landlords involving more than \$100. The Arbitrator's decision is legally binding and may be used in lieu of filing a claim in Small Claims Court.

3. Visit our website, at www.hood.army.mil/dpw, for more information.

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