

## **Frequently Asked Questions**

\*\*If your question is not answered below, please visit the Balfour Beatty Communities' website at [www.ftjacksonfamilyhousing.com](http://www.ftjacksonfamilyhousing.com) and click on the FAQ link on the right side of the home page.

**Why make the change to privatization?** The Army wants to provide the best quality housing for Soldiers and their Families by partnering with, and taking advantage of the efficiencies, and economics of a commercial developer. We will be able to deliver better, newer, housing to our Military members and dependents than the Army could alone.

**How will this change affect the services I receive?** The Army has built into this process, guarantees of service. We have selected a developer with a history and reputation of "living up to their commitments".

**Will you be building new quarters?** There are plans to build at least 610 new homes and perform MAJOR renovations on the existing homes over the next five years. The total cost over the first five years is expected to be over \$165 million.

**Will we have to move because of these renovations?** Some Families may be required to move. We will schedule ordinary turn-over to minimize moves; we will do everything we can to minimize the impact. Phasing plans will call for existing resident to be moved into newly built or newly renovated units as the project progresses.

**How much notice will be given prior to the move?** All efforts will be made to provide as much notice as possible; however, you will be given a minimum of 30 days notice.

**If I am moved due to renovation/demolition, will I have to clean my home?** The home must be clean from a health and safety perspective and the appliances must be fully cleaned, however, the standards of cleanliness will be less than for a unit that will be immediately reoccupied. You will be provided those standards by the Community Management Office.

**Will I have to mow my own lawn?** Balfour Beatty Communities will mow all grass except for fenced in yards.

**May we have pets in privatized housing?** Yes, you may have two domestic pets, NO farm animals. You will be responsible for any pet damages done while residing in housing. Breed restrictions apply.

**Who pays for the movement of telephone and cable?** Cable TV and telephone transfer fees will be paid by the Project – if you are already in housing now, and are directed to move to renovated or new housing.

**Who pays for utilities?** Residents will be responsible for their electric/gas usage. This amount is already factored in their BAH. Once a base line is established, residents can expect to pay the difference for over usage. On the other hand, those residents who practice energy conservation and use less than the base line can expect to receive a refund. We suggest that you practice energy conservation and use your utilities responsibility.

**Who may I allow to live in my quarters?** Your immediate Family only – spouse, children, and other Family members declared on your orders. Residents may NOT allow any other persons to reside in their quarters in excess of 30 consecutive days. For exceptions please call Balfour Beatty Communities at 803-738-8275.

**Who pays for the move if I choose to move into the local community instead?** Balfour Beatty Communities will make every effort to maintain your residency. The choice to move into the local community is yours. However, the move would be at your own expense if comparable housing is available within the Fort Jackson community.

**What happens if I decide to retire or buy a home? May I terminate my lease?** Residents will be permitted to terminate their lease prior to the expiration date due to the following circumstances with a 30 day written notice and adequate documentation:

- When the Installation ceases to be the permanent duty station of the resident (a copy of the PCS orders is required)
- 30 days prior to retirement or separation from the service
- If the resident is barred from the Installation or separated from the military by direction of the Garrison Commander
- Voluntary (with no PCS orders), giving Community Management 30 day written notice, plus paying all monies due through the date of termination. In addition, paying a termination fee equal to 30 days BAH, plus the costs incurred by the Landlord to repair damages, paint and clean as needed