



RCI, PAL and Army Housing Training

HSO Support and Relationship w/RCI Partners (Landlord/Tenant Relations)

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Relocation Assistance Law

10 USC Sec 1056 requires the SecDef to carry out a relocation assistance program for Servicemembers and their Families.

Department of Defense Manual (DoDM) 4165.63-M re-emphasizes legal requirements and further defines roles and responsibilities for the housing portions.

Destination/Preparation information -

Moving costs	Housing costs and availability
Child care	Spouse employment opportunities
Cultural adaptation	Community orientation

Settling-in services –

Available government living quarters and/or private housing	
Child care	Spouse employment opportunities
Cultural adaptation	Community orientation

On-going counseling/assistance -

Financial Management	Home buying and selling*
Renting*	Stress management/abuse prevention
Property management	Household goods shipment and storage

* *emphasis on locating adequate & affordable housing*



Housing Services Office (HSO) Functions

Charter functions come from DoDM 4165.63 and Army Regulation (AR) 420-1

One-Stop, Full Service from Arrival to Departure for the Following:

- non-discriminatory listings of adequate and affordable rental and for-sale housing
- rental negotiations and lease review
- home buying counseling
- **landlord-tenant dispute resolution**
- housing allowance data submission
- property inspections
- administrative assistance with utility company fees/deposits, connections, and billings
- briefings (in- and out-processing, entitlements)
- housing availability certifications





Inherently Governmental Functions

U.S. Army **prohibited** from transferring the following services performed by HSOs to a non-government entity:

Fair Housing Act complaint management and validation

Restricted properties list management

Basic Allowance for Housing (BAH) data submission

Signatory on all relative government forms, including in/out-processing documents

Official government liaison to local, state, and national agencies for purposes of promoting and securing military needs





Landlord/Tenant Relations and RCI Partners

HSOs can and should provide mediation and conflict resolution for the privatized landlords and Soldiers and Families residing in privatized housing

Army RCI partners are part of our [community](#)

Army Housing Academy (AHA) HSO courses have sections/units on mediation and conflict resolution





Questions??

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