



U.S. ARMY

# Army Housing Newsflash

April-June 2020

## COVID-19 Affects PCS

The COVID-19 pandemic is impacting summer moving plans for about 48,000 Army Families, with Department of Defense’s stop movement order causing changes and delays at both stateside and overseas installations. Army Materiel Command and its subordinate Installation Management Command are working closely with Transportation Command and other DOD and Army agencies to address the surge of PCS moves by the number of carriers, spreading out move dates, and providing incentives to encourage Army Families to arrange their own move plans. AMC is committed to maintaining safe and secure housing as the summer transitions occur, ensuring quality assurance inspections between occupancies for every home.

The Army Human Resources Command has set up an emergency hotline to assist Army Families with PCS questions at 1-800-582-5552. Soldiers can also contact the telephone number on their orders, or reach back to their old unit or arriving unit for additional guidance. In addition, Army Families can track information on PCS moves at <https://move.mil/> and through a downloadable app recently created by the Army, called “Army PCS Move.”

## Resources

Housing Environmental Health

Response Registry (24/7)

1-800-984-8523

Overseas: DSN (312) 421-3700

Stateside: DSN 421-3700

Stateside Commercial: 210-295-3700

Army Installation Housing Hotlines

Army Housing Facebook Page

## Army-wide Housing News



### DOD issues memo to privatized Housing tenants

WASHINGTON – Assistant Secretary of Defense for Sustainment W. Jordan Gillis has issued a memo to tenants of housing privatized under the Military Housing Privatization Initiative, providing an update on the status of the department’s efforts to implement the MHPI Tenant Bill of Rights. Fifteen rights are fully available with the other three available soon.



### DOD makes moves easier with new contract

WASHINGTON – A new contract to facilitate the movement of household goods, an integral part of any move to a new duty location, is expected to make things easier for both service members and their families. The Transportation Command awarded the contract to American Roll-On Roll-Off Carrier Group Inc. with the first moves set to begin in February 2021.





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## Housing News Around the Garrisons



### Housing Office adapts during COVID-19

BAUMHOLDER, Germany – This time of year usually brings the sight of packing material and shipping containers stacked like skyscrapers, the ripping sound of packing tape, the plethora of housing appointments, and the various to-do lists that come with a PCS move. However, this PCS season has been put on hold for upwards of 100,000 military Families across DoD.



### Knox Hills delivers housing supplies for repairs

FORT KNOX, Ky. – Housing officials at Knox Hills have turned their self-help provision into an encouraging way for residents to take greater ownership of maintaining their homes. Because of COVID-19 social distancing, the company is providing a delivery service for minor do-it-yourself maintenance.



### Fort Leonard Wood uses email for home surveys

FORT LEONARD WOOD, Mo. – Fort Leonard Wood’s Balfour Beatty Communities, recently began using a new email-based survey to better gauge resident satisfaction with their homes and neighborhoods. The SatisFacts survey is sent to residents after move in, move out, when a work order is completed and annually.



### More than 1,000 homes to be upgraded at JBLM

JOINT BASE LEWIS-MCCHORD, Wash. – Lincoln Military Housing, a partner to the U.S. Army for the construction and management of on-base housing at Joint Base Lewis-McChord, reveals plans to upgrade 1,100 homes in three communities to include upgrades in air conditioning, electrical and plumbing, luxury vinyl plank flooring, and updated kitchens and bathrooms.



### Housing briefings guide Soldiers ‘home’

CAMP HUMPHREYS, Republic of Korea – The U.S. Army Garrison Humphreys Housing Briefings give Soldiers arriving here a chance to ask questions, learn about the housing process, and possibly be assigned to a housing unit, all in one briefing.

