

# The TROPIC NEWS

Volume 1, Issue 5

A newsletter for Army Hawaii Family Housing

September 2004



## Privatization's here!

### Residents to see new services, improvements to Army Hawaii homes

You've read about it, heard about it, signed your lease and now it's here.

Privatization. During the last year, Army families have seen Actus Lend Lease employees in their communities, taking part in and providing briefings, as well as setting up a host of community centers as part of a sole source agreement to take over all maintenance and operations. All the while they had one purpose in

mind: a better housing experience for service members and their families living in Army Hawaii Family Housing LLC (AHFH) homes.

Oct. 1 marks the start of operations for privatization. What does that mean? It means first and foremost that you now lease your home from a partnership between Actus Lend Lease LLC and the Army. The name of that partnership is Army Hawaii Family Housing LLC. Actus Lend Lease is the managing partner and is responsible for ensuring your new homes are built and your existing homes

are renovated and/or maintained at the highest standards.

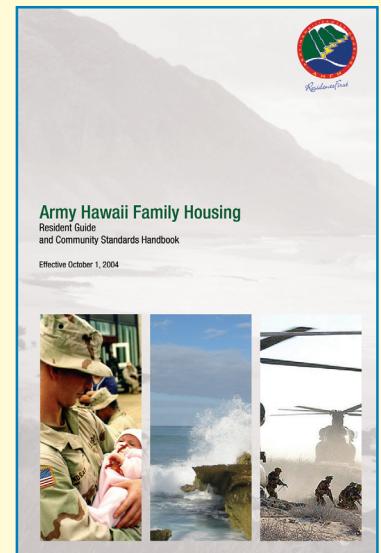
For some folks, privatization means their lawn mowing chore just got a lot easier. With privatization, not only will AHFH be taking over all maintenance and operations of Army homes, but will also be mowing front and side lawns. In a few months, residents will be seeing homes that stood in decay for years be replaced by modern single-family and duplex homes that

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### A new logo, a new look for your new AHFH team

The logo representing Army Hawaii Family Housing LLC (AHFH) is showing up everywhere on Army installations on Oahu. Above left, Janine Lind shows off the new aloha-style shirts worn by your property management staff, while Derek Kato, above right, shows off the new polo-style shirts for your maintenance workers. Maintenance vehicles will no longer carry the Actus Lend Lease logo in favor of the AHFH logo.



### Resident guide provides access to AHFH policies

Army Hawaii Family Housing residents can now get copies of the Resident Guide and Community Standards Handbook, to be distributed to all residents immediately. The publication is also available online at [www.ArmyHawaiiFamilyHousing.com](http://www.ArmyHawaiiFamilyHousing.com) and provides residents with a set of standards and policies including everything from lawn policies to procedures required for moving in or moving off post. The publication is periodically updated and new editions will be announced in your Tropic News newsletter.

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[www.ArmyHawaiiFamilyHousing.com](http://www.ArmyHawaiiFamilyHousing.com)

*Building Quality Communities for America's Military Families*

# BAH: Allowance payment affects certain programs, officials offer information

**BASIC ALLOWANCE FOR HOUSING (BAH)** will be assigned to all Army Hawaii Family Housing military members, effective Oct. 1. **After Oct. 1, 2004**, the service member's Leave and Earnings Statement (LES) will reflect receipt of BAH and be counted as part of the household's gross income. Each service member's BAH can affect eligibility for certain entitlement programs. The following are the impacts of BAH for certain programs currently being utilized by service members living in privatized housing:

## Will my BAH have an effect on reduced-price school meals?

No. (Per the Child Nutrition and WIC Act of 2004, Section 109, Exclusion of Military Housing Allowances, BAH will not impact eligibility for this program.)

## Will my BAH have an effect on free lunch/meals programs?

No. (Per the Child Nutrition and WIC Act of 2004, Section 109, Exclusion of Military Housing Allowances, BAH will not impact eligibility for this program.)

*For information about school meal programs, call Wayne Yoshino at 655-2413.*

## Will my BAH have an effect on WIC eligibility?

No. (Per the Child Nutrition and WIC Act of 2004, Section 109, Exclusion of Military Housing Allowances, BAH will not impact eligibility for this program.)

## Will my BAH have an effect

### on my Headstart Program eligibility?

Yes. For military service members in Hawaii, the inclusion of BAH to your LES will directly affect your eligibility for the Headstart program. *For information about the Headstart program, call Kathy Minami at 847-2400.*

### Will my BAH have an effect on my Food Stamp eligibility?

Yes. For military service members in Hawaii currently enrolled in the Food Stamp program, BAH will probably impact eligibility. Prior to privatization (Oct. 1, 2004), the Basic Allowance for Housing (BAH) for service members and families living in on-post housing is not reflected on the LES; therefore, it is not counted as part of the household income by the Food Stamp Program.

For families living in off-post housing, BAH is listed as an entitlement, therefore, the food stamp policy requires it to be counted as part of the household's gross income.

**After Oct. 1, 2004**, when RCI (privatization) is implemented, all service members' LESs will reflect receipt of BAH and be counted as part of the household's gross income.

The implementation of privatization and the change of service members' LES entitlements will result in disqualification of most service members for food stamps due to the increase of income as it must be reported to the Food Stamp Program.

*For information about Food Stamps or WIC criteria, please call Army Community Services at 655-2400 or contact your AHFH community center.*

## Key statistics for Service

The following statistics represent our contacts with our residents between Aug. 1 and Sept. 15.

### Total service orders:

More than 8,000 (This number represents service orders filled for maintenance on

homes, pest-control and other services.)

### Residents served at Community Centers:

Approximately 9,800 residents/customers served (This number represents inspections, in/outprocessing, and other administrative and property management actions)

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## Privatization start brings new services for AHFH families

rival the quality of Oahu's finest neighborhoods.

"Our residents will have little doubt what is in store for them as they see our teams in their neighborhoods and sample our services," said Harry Jackson, Asset Manager for AHFH. "In the coming year, our construction work will begin. Our Army partner has made this success possible. It is their care for Soldiers and their families that makes our work much easier. Soon our logo, an emblem of our partnership with the Army, will be on all our trucks, uniforms, and on virtually everything that represents us, our team."

Jackson acknowledged that initially, residents will not be seeing construction operations underway, but the improvement in services and changes going on in their neighborhoods will serve as a reminder that privatization is here to stay.

## New website

Beginning in October, Army Hawaii Family Housing residents have a new website to access at: [www.ArmyHawaiiFamilyHousing.com](http://www.ArmyHawaiiFamilyHousing.com).

This new site will have added information; a new, interactive customer feedback form; photos and opportunities for residents to provide input on the very services that affect their quality of life. New publications, such as the comprehensive resident guide, are a click away.

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Should you have any questions regarding this publication, call us at (808) 275-3100.