

Balfour Beatty Communities Frequently Asked Questions

1. Why is BBC basing so much of the housing decision on when people PCS, when most people don't know for sure when they are leaving?

PCS date is a critical factor as we must work to maximize use of the existing Capehart units prior to demolition to accommodate as many folks as possible. Doing this also limits the number of moves individuals are required to make and therefore reduces government expenses for relocation costs. Due to the fact officer rotations are fairly standard across the AF it is fairly easy to identify any PCS dates that may look unusual. When this occurs, BBC reviews the members date arrived on station, contacts the member and if necessary raises the question to the appropriate AF official.

2. Why doesn't BBC take into consideration the HHG weight a member has when making the determinations on who gets the larger or smaller house (when all other factors are equal...same rank, same relative PCS dates in and out, same # of children, same # of bedrooms authorized, etc.)?

In accordance with AFI 32-6001, Family Housing Management, AF housing assignments have never been based on weight of an individual's HHG's. As such, the approved transaction documents for the privatization deal do not allow for this stipulation either. In addition, the housing privatization documents stipulate that during the initial development period (IDP) there may be misalignments in categories in order to accommodate personnel on base due to demo/construction/renovation.

3. Why doesn't BBC pay for the storage fees for those members who've been placed in housing that is too small? Or, at least reimburse? When is the on-base storage going to be built?

Non-temporary storage (NTS) is a government authorization. Individuals relocating to smaller homes are authorized NTS for furniture items only and should contact the Housing Management Office at 606-3434 for further details. The mini-storage facilities are currently projected for construction in phase 7 which is scheduled to begin in June 2010. Individuals who also wish to explore the possibility of finding larger accommodations off base can contact the AF housing referral staff at 606-1840 for assistance.

4. Why is BBC demolishing larger/nicer homes in Phase 5 and forcing people into Phase 7 where the houses are smaller and in worse shape?

The construction phasing plan was approved by the AF as the best possible way to maximize occupancy and allow for swing space between phases. Demolishing homes in phase 7 prior to Phase 5 is not an option due to possible environmental issues that may require additional project funding in phase 5 & 6. If this additional funding is required it may impact the enhancements currently planned for construction in phase 7. The shortage of officer housing was noted early on in the project as a result Balfour Beatty re-designated the phase 7 area to accommodate more officers. If this had not been done, almost no housing would be available for officers at Vandenberg.

5. Who reviews comment cards?

When comment cards are mailed via the USPS they are sent directly to the BBC corporate office. Here they are logged and reviewed by the Area Manager. Once this step is complete they are mailed to the Community Manager who reviews each card and contacts residents who have noted concerns/issues in an attempt to resolve them. Satisfied customers are contacted as well by other community management staff. It should be noted that since comment cards are first sent to BBC corporate for review they typically reach the Community Manager approx. one month behind submittal.

6. My family and I do not want to move to the home we are suppose to relocate to; can I break my lease without being assessed a lease break fee?

Yes! However, if BBC was able to assign a home that meets your bedroom entitlement then you are NOT authorized a government paid move.

7. If I have a fenced backyard and my assigned home does not have a fenced backyard will BBC pay to have a fence installed?

BBC will allow you to use fencing material from your demo home and you or a licensed contractor can install it at the Resident's expense.

8. If I am a Field Grade Officer (FGO) and BBC moves me to a Company Grade Officer (CGO) house, do I have to pay FGO BAH?

Yes, rent is based on the senior service member's BAH with dependent rate regardless of size, bedrooms, or category.

9. If I move from a home that is being demolished into a home that does not meet my square footage authorization will I receive a government paid move to the local community?

The only time it is an authorized government paid move is if BBC has no available housing or they cannot meet the families' bedroom entitlement.

10. If I accept a home with less square footage than my current home, am I authorized non-temp storage?

Yes! Furniture items only are authorized for non-temp storage. Contact the housing management office at (805) 606-3434 for more details.

11. Who do I contact if I have a problem with Miranda's landscaping?

Please call maintenance to let them know what the problem is and Bob Allen, the Facility Manager will meet with the landscapers to help resolve the issue. If you still are not happy, you can opt out of landscaping all together.

12. What are the rules on Holiday lights and decorations?

Holiday lights can be put up 30 days before a holiday and must be removed 14 days after the holiday. Holiday lights can be turned on at sundown and need to be turned off by midnight.

13. Is there any way that Maintenance can schedule a smaller window of time for maintenance issues? My wife and I both work so one of us has to take off work and wait the 6 hour window for maintenance?

If you give us “authorization to enter” then maintenance can complete your work order and you don’t need to wait for us at home. You will need to go to the community management office and complete the authorization to enter form before this option can be exercised.

14. How is Balfour Beatty Communities going to pick who goes into the new homes?

Balfour Beatty Communities is going to use the same 5 criteria as in Phase 1 and Phase 2. The five criteria are: 1) EFMP, 2) PCS/ETS, 3) Rank, 4) Family Entitlement, 5) Pet status. If you have specific questions regarding your housing assignment please contact the Community Management Office at (805) 734-1445.

15. Are there new construction work hours?

No, the time frame has not changed; construction work will start at 7:00 A.M. The construction workers can start their trucks and get into position to start work for the day at 6:45 A.M. If you hear construction starting earlier call the Community Management Office at (805) 734-1445 so we can correct the problem.

16. How do housing residents file claims for damaged or ruined items due to power outages?

When we have a power outage and power is out for more than 6 hours please check your food. If you have spoiled food and you want to submit a claim, BBC will need the following information: a legible list of items that are spoiled and prices, pictures of the items, and receipts, bank statements, debt statement showing that you recently purchased food.

If you have electronic devices that no longer work because of the power outage then you should come into the Community Management Office and pick up the renters insurance form to initiate the claim process. Please keep all electronic devices until the claim is complete. If you have any questions about spoiled food or renters insurance, please contact the Community Management Office at (805) 734-1445.

17. Do you have a plan for clover control in yards or are residents responsible for fertilizing the yards?

On the week of March 16th Miranda’s Landscaping will be out to spray for clover in the front yards. On the week of April 13th Miranda’s Landscaping will begin fertilizing front yards, please look for information in the newsletter. It is the resident’s responsibility to maintain the backyards, BBC recommends “Weed Be Gone” along with removing the clover by pulling it from the root to eradicate the clover. Please read the safety warning carefully before purchasing/using the product.

18. Enlisted Relocation?

Currently BBC is renovating homes after homes are vacated due to PCS. The intent behind this is to prevent and minimize forced moves which inconvenience our residents. BBC has a total of four more years to renovate all of the assigned homes. If there is a resident that is here longer than four years and BBC needs that home, BBC will request the resident move to another home.

19. Why are some SNCO homes not getting additional living space?

The number and types of homes to be renovated was all based on the Housing Requirements Market Analysis (HRMA) and the AF benchmark standards. The HRMA dictated how many of each type of home (i.e. 4 Bdrm SNCO, 3 Bdrm SNCO, 4 Bdrm JNCO, etc.) Vandenberg needed. The number and types of homes receiving additional square footage was formulated by determining how many of the existing homes already met the required end state needs and which units remained that would need additional bedrooms/living space to meet each of the category requirements.

20. Is there a standard procedure for handling gophers?

If you have a gopher problem please call the Maintenance Office at (805) 734-1488 to schedule a Wednesday appointment for Pestmasters to come to your home.