

# LIVING WITH LIBERTY

## YOUR HOME GUIDE



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WELCOME  
HOME



## LMH CORE VALUES



Balance



Commitment



Integrity



Respect



Empowerment



Communication

# LETTER FROM THE RVP

On behalf of the entire Liberty Military Housing team, welcome!

Our company has proudly provided military families like yours with a quality home and neighborhood for more than 20 years. Many of our team members are veterans or members of a military family and know firsthand what challenges you face. We hope that you will use this guide as a resource to make the transition a little bit easier. You will find answers to common questions about maintenance requests, community events, etc. Should you have questions that are not answered, please feel free to contact our dedicated team. We are here to help every step of the way.

We have created several convenient ways for you to connect with our team. We highly encourage all of our families to use the Liberty at Your Service App to submit and monitor service requests for your home. Should you need anything outside of our regular business hours or have a maintenance emergency, please don't hesitate to contact our call center team 24/7 at 1-888-578-4141.

Your feedback is essential to us. There are multiple opportunities to provide feedback, including our Satisfacts surveys. These surveys are sent to residents during the move-in process, any time a work order is completed, and upon notice to vacate. Your community's leadership team reviews the information submitted via the Satisfacts surveys, so we encourage you to tell us what went well and what we can improve upon.

Did you know that we have a department dedicated to providing free monthly events and programming just for you as a Liberty Military Housing resident? Our Community Services team hosts free monthly events, and we encourage you to take advantage of these opportunities. The events are an excellent opportunity for you to connect with your neighbors and create fun memories that will last a lifetime.

Again, on behalf of Liberty Military Housing, we thank you and your family for choosing Liberty. Thank you for your service and dedication. Welcome home!



John Corriher  
Regional Vice President  
Liberty Military Housing



# OUR MISSION

At Liberty Military Housing, our mission is to provide military families with exemplary service in a quality home environment, employees with unparalleled opportunities for personal and professional development, and military partners with quality homes and vibrant neighborhoods.

## OUR CORE VALUES



### **BALANCE**

We all take the responsibility for creating and maintaining a healthy work-life balance for ourselves and each other.



### **COMMUNICATION**

Our interactions with each other are respectful. We listen with an open mind, provide honest feedback, and are receptive to new ideas.



### **COMMITMENT**

We passionately strive each day to deliver on our mission to serve our residents, our partners, and each other.



### **EMPOWERMENT**

Each of us is encouraged to take initiative and ownership and make good business decisions in the best interest of those we serve.



### **INTEGRITY**

We are honest and truthful, we do what is right. Always.



### **RESPECT**

We strive to treat others as we would like to be treated.



**LIBERTY**  
MILITARY HOUSING

YOUR  
COMMUNITY



# WELCOME TO NDW FLAG HOMES

## ADDRESS

1 Cargo Court SW  
Washington, DC 20032

## PHONE

202-629-2647 ext 3

## OFFICE HOURS

Monday - Friday: 7:30 AM–4:30 PM  
Saturday: Closed  
Sunday: Closed



## LITTLE LIBRARY

Our little lending library is conveniently located in the courtyard of Quarters L and Quarters M on the Navy Yard.

## TRASH / RECYCLE DAYS

Your trash collection days are **Tuesday and Friday**. Recycling is collected on **Wednesday**. Please call the district office to schedule bulk trash pick up.

## IMPORTANT PHONE NUMBERS

**NDW Flag Homes District Office:**  
202-629-2647 ext. 3

**General Management Office:** 703-221-9610

**Government Housing Office:**  
202-433-5912; 202-433-3659  
301-295-6564 (Bethesda only)

**Liberty At Your Service Maintenance Hotline:**  
888-578-4141

## FREQUENTLY USED WEBSITES

[Maintenance Portal](#)  
[Service Survey](#)





**LIBERTY**  
MILITARY HOUSING

# MAINTENANCE OVERVIEW





# LIBERTY AT YOUR SERVICE

## REQUESTING MAINTENANCE

At Liberty Military Housing, we know that your busy lifestyle needs plenty of options, especially when it comes to requesting a repair in your home.

We are proud to offer multiple ways that you can connect with us.

**If you are in need of assistance, you can reach us in one of the following ways:**



### Option 1

Resident App  
Liberty at Your Service

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### Option 2

Resident Portal  
[LMHResidents.com](http://LMHResidents.com)

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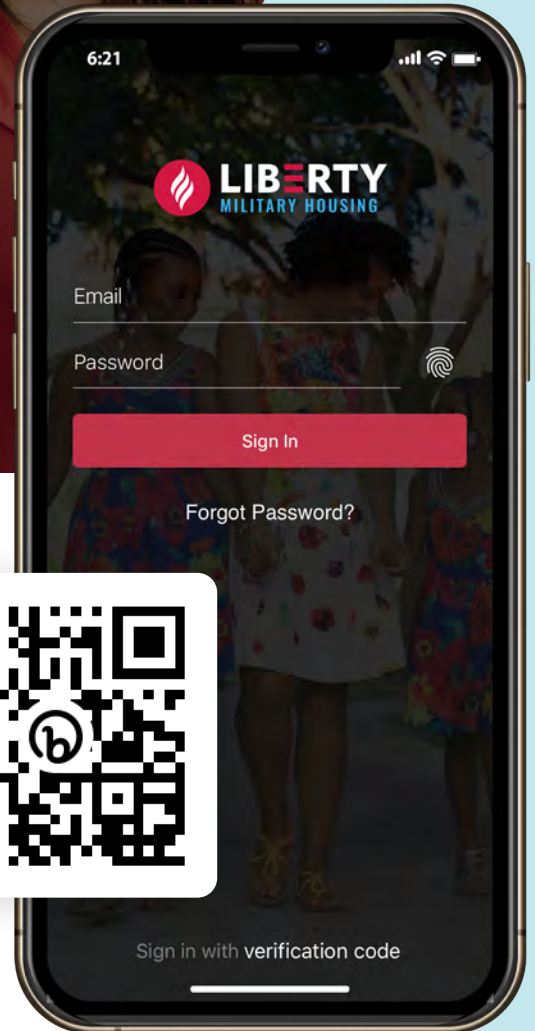
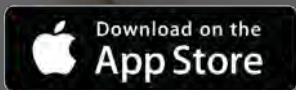
### Option 3

Call Center team members are available  
24/7, including holidays and weekends.  
**888-578-4141**



# MANAGE YOUR HOME MAINTENANCE ON THE GO!

DOWNLOAD OUR FREE APP TODAY!



The Liberty at Your Service App makes it easy for you to manage maintenance of your home, even when you're on the go.

Request maintenance for your home with fast submission right from your mobile device. Conveniently track the progress of your recent maintenance request or review your request history.

If you have an emergency in your home that requires immediate attention, please contact Liberty at Your Service, 888-578-4141. Our Call Center team is available 24/7 to assist should you have a maintenance emergency.



## LIBERTY MILITARY RESIDENT APP FEATURES

(Options vary based on each community.)



### FAST SUBMISSION

Easily submit maintenance request directly from your mobile device.



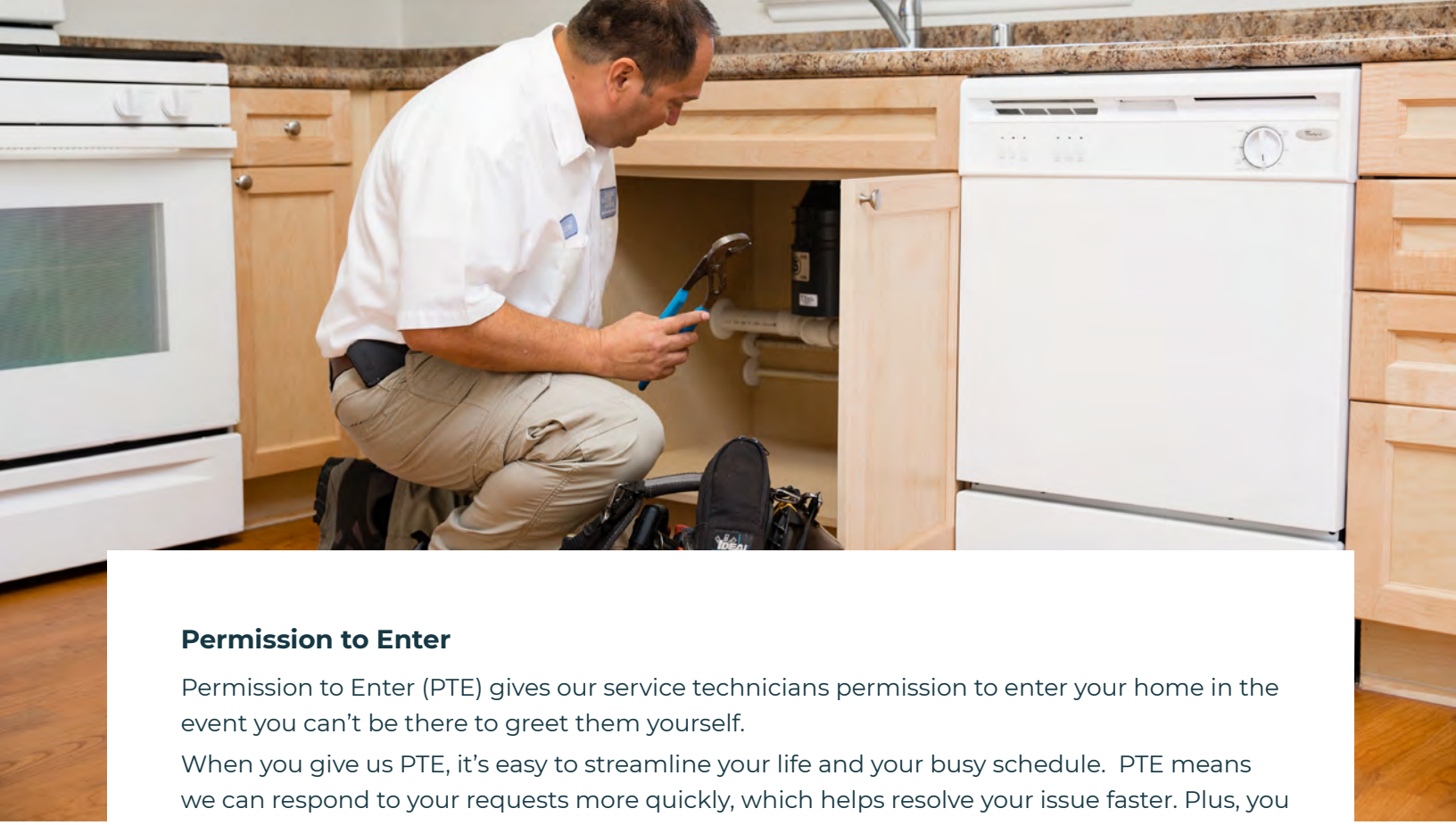
### ATTACH PHOTOS

Quickly attach photos and voice memos to your maintenance request.



### TRACK REQUESTS

Track the progress of your recent maintenance request or review your request history.



### Permission to Enter

Permission to Enter (PTE) gives our service technicians permission to enter your home in the event you can't be there to greet them yourself.

When you give us PTE, it's easy to streamline your life and your busy schedule. PTE means we can respond to your requests more quickly, which helps resolve your issue faster. Plus, you won't have to worry about rearranging your schedule to accommodate our team.

Currently, our Liberty at Your Service Resident Portal and Resident App both default to "Yes," giving our team PTE.

If you have questions about PTE, we're here to help. Please call your district office or reach out to us on social media.

### Routine Service Requests

Our goal is to provide exemplary service at every possible opportunity. To best serve you, we ask you keep the following in mind.

- 1** Make sure all interior doors are unlocked.
- 2** Ensure all pets are secure.
- 3** Remember, we are unable to enter the home if minors are home alone.

#### Points to remember:

- If you've given our team PTE, our goal is to respond to your request as quickly as possible.
- Without PTE, your service request might be delayed.
- Requesting an appointment means you'll receive a call from our team to confirm a day and time that you can expect us.
- If we happen to miss you, we'll leave a door hanger letting you know the best way to reach us.
- We know that authorizing PTE might raise some questions. We're here to listen and talk through this decision with you. We're always here to help however we can.



## Emergency and Urgent Service Requests

We want to respond to emergency and urgent service requests as quickly as possible. Our general protocol for routine requests applies to emergency and urgent service requests. That means we ask that you secure all pets before we arrive, and a person 18 years or older will need to be home to greet our team.

If your home needs emergency service, we will work to complete your request as quickly as possible. An LMH team member will contact you via phone before arriving.

Here are other tips to keep in mind:

- All rooms our team might need to enter must be unlocked.
- If you haven't authorized PTE for our team, our goal is to respond as quickly as we can to your request. However, if you're not home at time of our arrival, we'll leave a door hanger letting you know the next steps to reach us.

## Outages: Power, Water, Utility

We know that power, water, and utility outages can cause significant disruptions to your family's schedule, so we do all we can to keep you informed. Once we are aware of an outage, you'll receive a text or email via our RedFlag Notification system to the email address or phone number we have on file.

If an outage occurs in your home, please contact Liberty at Your Service, 888-578-4141, as quickly as possible. Team members are available 24/7 to take your call.

It's important that you know where to go for the latest information, since we don't post updates on our social media channels.

### Want to check the status of your service request?

Visit our Resident App or Resident Portal.



Liberty Military Housing Resident App



Resident Portal [LMHResidents.com](https://LMHResidents.com)



# EVERY STORY BEGINS AT HOME

Welcome to your historic home. Here at Liberty Military Housing, we do our best to be good caretakers of history. Part of that means preserving historic homes for future generations to appreciate. We're honored to have several historic properties located on installations across the country. From homes built for the 1908 Jamestown Expo to the house President Eisenhower lived in when he was a Captain, our historic homes come with unique characteristics, charm, and history.

The maintenance needs and requirements for historic homes can vary from location to location, in part because no two homes are alike. Our role as caretakers is to maintain these gorgeous pieces of history. As a resident living in one of our historic homes, we're asking for your help. To assist us in this, we've developed the following resident guide. This guide covers moisture and water intrusion concerns, questions about lead-based paint, and considerations related to modifying a historic home.

Your home might have additional guidelines beyond what's covered here. If you have any additional questions, please reach out to your District Office for more information.





## WHAT MAKES A HOME HISTORIC?

For a home to be considered historic, it has to fit three criteria. First, it has to be “old enough” to have been studied by architectural historians. Second, it has to have historical significance. Third, the structure has to retain its historical physical integrity. That means that the property needs to remain relatively unchanged and retain its original, character-defining features.

All three of these attributes make historic homes distinctive and original, but that also means they come with their own unique set of challenges.

Namely, these challenges include controlling unwanted moisture, the presence of lead-based paint, and the need for LMH to consult with qualified experts and outside agencies when repairs/modifications are needed.



## MOISTURE AND WATER INTRUSION

Moisture and water intrusion are the primary enemies to historic homes. Moisture-related issues can ultimately lead to the destruction of materials, finishes, and in extreme cases, the structure of the home itself. LMH takes a proactive approach to water intrusion management. First, we do everything we can to prevent water intrusion and condensation through regular observation and maintenance. Your historical home is inspected annually to look for intrusion signs and excessive build-up of humidity and moisture. Second, we ask that you do your part to help head off water intrusion and moisture related problems. Get to know the signs of water intrusion and contact us if you suspect water is getting into your home. Every home is different, so water intrusion will appear in different ways.

If you see any of the following signs, please reach out to us immediately.

### Interior signs:

- Condensation on window and wall surfaces
- Cracking in walls
- Cupped, warped, cracked, or rotted wood
- Dank, musty smells in areas of high humidity or poorly ventilated spaces
- Discovery of a plumbing leak
- Flaking paint and plaster, peeling wallpaper, or moisture blisters on finished surfaces
- Presence of standing water, mold, fungus, or mildew
- Rust and corrosion stains on metal elements, such as anchorage systems and protruding roof nails in the attic

- Wet stains, eroding surfaces, or efflorescence (salt deposits) on interior surfaces

### Exterior signs:

- Damaged roofs and gutters including missing roofing slates, tiles, or shingles
- Debris that may impede the normal flow of water from the roof's gutter and downspout system to the ground
- Ice dams in gutters or on roofs
- Spalled bricks, cracked masonry, or eroded mortar joints
- Wet stains, eroding surfaces, or efflorescence (salt deposits) on exterior surfaces

If you suspect that water intrusion or mold is present in your home, contact your District Office or call Liberty At Your Service, 24/7, at 1-888-578-4141 immediately and a team member will be dispatched to your home to assess your concern.

**If water intrusion or mold is identified, we will take steps to locate and eliminate the source of the moisture followed by remediation and repair to the affected area.**

## LEAD-BASED PAINT

Another concern with historic homes is the presence of lead-based paint. Generally speaking, the older the house, the more likely you're going to find lead-based paint. LMH evaluates each home before each occupancy and again annually to determine the condition of any lead-based paint that is present. The most important thing to remember is that if lead-based paint is in good condition, it generally does not pose a health hazard.

### Where to find it

If lead-based paint is present in your home, you will have been notified of this fact, and given an EPA lead-based paint fact sheet, at time of lease signing. Generally, you'll often find lead-based paint on interior wood surfaces like doors, door frames, windowsills, and trim. You might also find lead-based paint on exterior components such as doors, door frames, and siding.





## What to look for if your home has lead-based paint

The key to maintaining lead-based paint in good condition is keeping it encapsulated, and it's easy to inspect and evaluate for changes. If you find any signs of peeling, cracking, blistering, or other changes to the paint in your historic home, we ask that you reach out to your District Office or call Liberty At Your Service, 24/7, at 1-888-578-4141 immediately.



## MODIFICATIONS TO HISTORIC HOMES

A home needs to remain relatively unchanged and retain most of its character-defining features for it to be considered historic. That means that there are some features which can be modified and some that cannot.

Any changes or additions to your historic home will most likely require some level of historical review. These reviews take time and often involve multiple parties. All of these parties work together to ensure the home's integrity is maintained and none of its valuable historical characteristics are lost in the modification process.

Modifications that might need to be reviewed include; changing or removing woodwork, adding or removing built-in shelving or furniture, changing doors and door hardware, windows, roof elements, gutters, and siding, or anything that might alter the original footprint or outside appearance of the home.

Historical homes have colorful histories and unique features. Some come with hand-made built-ins while others have stately and impressive stories attached to them. Each of our historic homes' character and history represents something different to each of the installations where they are located and the generations of service members who have lived in them. But they all have one thing in common - these homes are our ties to the past, our military history, and our history as a country. As the newest resident in one of our historic homes, we're asking you to be a partner in our mission to preserve these pieces of American history.





# LMH INITIATED MAINTENANCE REQUESTS

There are certain repairs, replacements, inspections, and maintenance events the district office is required to perform on behalf of Liberty Military Housing (LMH).

Our team makes every effort to ensure that scheduled maintenance will be completed with minimal inconvenience to you and your family.

Please remember that you're unable to refuse entry to your home if you've been given advanced notice. For more information, we invite you to review the [Tenant Bill of Rights](#).

If you refuse entrance, our team members and vendors are authorized to enter your home when you're not at the residence to perform the scheduled maintenance. If you have questions about any upcoming scheduled maintenance, we're always here to help.

## **Grounds Maintenance**

LMH provides regular maintenance in the common areas of your community, including recreational areas. Lawn maintenance may include the periodic use of fertilizer and herbicides. You will be provided with a notice of any upcoming fertilization/herbicide treatment. To ensure our community stays safe and healthy, we ask that you remove all animals and refrain from using shared spaces until treatment is complete. If applicable, we might also ask that you remove lawn furniture so that your yard may be treated.



### You are welcome to:

- Add plants and flowers in pots
- Use plant food for indoor plants and seasonal fertilizer for annuals, perennials, and fenced backyard areas.



### Please do not:

- Store unused fertilizers or herbicides in or on the property
- Remove any plants, shrubs, trees, or other ground covering without written permission from your district office.
- Plant in landscape beds.

## Annual Preventative Maintenance

Each year, your home will receive a Preventative Maintenance Inspection by a LMH team member.

Preventative Maintenance Inspections (PMI's) play an important role in assisting Liberty Military Housing with maintaining your home. They can often identify and head off small issues before they turn into bigger problems and help keep the various equipment and systems in the home running properly.

During PMI's, an LMH team member will perform an interior and exterior inspection of your home following a detailed checklist. They may perform routine maintenance items like replacing HVAC filters on the spot.

Depending on the home, a PMI could take one to three hours and we recognize that this could cause a disruption to your routine or schedule. In order to help you plan accordingly, Liberty Military Housing will provide you with advance notice of your PMI.

Once the PMI is complete, a LMH team member will discuss any work that needs to be completed as a result of the inspection and LMH will schedule any follow-up visits that may be needed to complete the identified items.

Preventative maintenance is an excellent way for LMH to identify small issues before they become bigger issues and a disruption to our residents.

Questions? Reach out - we're here to help.

## Pest Control

Liberty Military Housing provides pest control services with licensed and bonded pest control companies to perform all interior and exterior pest treatments for your home.

### Important Notes:

- For interior treatments, we might ask that you and your animals vacate the premises while the work is being performed.
- Depending on the treatment, we might ask that you remove all contents from cabinets and drawers.
- It is important that you follow all guidance from the pest control company. This might include lifestyle changes like not leaving out pet food.
- Pest control doesn't have to be overwhelming or complicated. If you have questions, we're here to help you get the answers you need.



# HOUSEHOLD HAZARDOUS WASTE

Liberty Military Housing strongly encourages residents to properly dispose of household hazardous waste to protect their family's health and the environment. Please note your weekly trash service does not include the disposal of household hazardous waste.

## What Is Household Hazardous Waste (HHW)?

Household hazardous waste (HHW) is any unwanted household product labeled as:



Corrosive



Flammable



Reactive



Toxic

Adhesives, Glues, Resins • Aerosol Cans • All Batteries (Nicad, Button, Lithium, Car) • Automotive Filters • Automotive Fluids (Antifreeze, Brake, Transmission) • Chemistry Sets • Cleaners, Spot Removers • Compressed Gas (Propane Tanks) • Electronics (TVs, Computers, Circuit Boards) Fluorescent Lights (Tubes and Bulbs) • Paints, Stains, Thinners, & Strippers • Poisons, Insecticides, Weed Killers, Pesticides • Photo Chemicals • Solvents & Varnishes • Used Motor Oil Waste Fuels (Kerosene, Gasoline)

## How can HHW affect me or the environment?

When it rains, surface water flows across driveways, streets, and lawns. Oil and other toxic fluids can enter the storm drain system and go directly into waterways without treatment. This runoff carries pollutants through the surface drain system.

If not properly disposed of, HHW can have a negative effect on wildlife habitats, outdoor recreation, and our water supply.



## HELP PREVENT GROUNDWATER CONTAMINATION

Do not allow these substances to wash into street gutters.



Automotive  
Fluids



Cleaners



Paint



Solvents

### Help protect the environment by keeping the following in mind.

- Never dump household waste. Find out where to dispose of it [here](#).
- Keep HHW and other hazardous materials away from children.
- Don't place waste in garbage bags.
- Sort and pack paint, pesticides, and household cleaners separately.
- Never mix chemicals.
- Tighten caps and lids.
- Keep materials in original containers.
- Store hazardous materials in sturdy, upright boxes and padding to avoid spills.
- Never smoke while handling hazardous materials.

### Federal and state regulations prohibit the disposal of HHW into the trash.

- Residents may not change automotive fluids at their homes. Please go to the Skills Center or Automotive Service Center on your installation.
- Residents who abandon or drop off HHW on a Liberty Military Housing property may be subject to disposal fees.



WE APPRECIATE  
YOUR EFFORTS  
TO KEEP OUR  
WATERWAYS AND  
COMMUNITY CLEAN.

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# ENERGY CONSERVATION

We want to ensure that your essential needs are met in the most environmentally responsible way.

To meet our conservation goals, we ask that you do your part. Please help provide improvements to your community by pitching in to save on individual energy costs.

Did you know that simple conservation techniques like turning off a faucet when not in use can help divert less water from our waterways?

Your utility usage is tracked through the Department of Defense Resident Energy Conservation Program (RECP). If you use more energy than your neighbors, you might

be required to pay for the increased energy consumption.

We're all stewards of our planet, and we should all make our best effort to avoid wasting natural resources.

## Conservation Tips

Even in your rental home, there are plenty of things you can do to help lower your overall energy usage. Take a look at these tips to help you make energy-conscious choices and stay comfortable in your space all year long.



## Dishwasher Efficiency

- Make sure your dishwasher is full before you run it.
- Allow your dishes to air dry.
- If you wash dishes by hand, fill the sink with water instead of letting the water run. Rinse with cold water.



**TIP:** Put rugs down on hard surface floors. Rugs help insulate your home in the winter, keeping more of that much-needed warm air inside where it belongs.

## Washer and Dryers

- Wash full loads, and use cold water whenever possible.
- Dry full loads on the lowest setting. Make sure to clean the lint filter after each load.
- Most materials only need a 10–15-minute wash cycle to get them clean. Over-washing can cause your clothes to wear out faster.

## Lighting and Small Electronics

- Install energy-saving CFL or LED bulbs. Both use less energy than incandescent bulbs.
- Turn off lights when not needed, especially in unoccupied areas.
- Household electronics draw power from outlets, even when they're not in use. Energy-saving smart power strips shut down appliances that have gone into standby mode and help you cut down on phantom-load costs, so you save energy and money.
- If you don't use power strips, try to get in the habit of unplugging or turning off electronics when not in use.

## Refrigerators

- Refrigerators account for as much as 13.7% of total household energy use. To increase your energy savings, set your fridge to 37°F and your freezer to 3°F.
- Only open your refrigerator door long enough to get the food you want.
- Allow leftovers to cool before storing in the refrigerator or freezer. Be sure to follow safe food handling guidelines.



### Did you know?

You can save up to 10% on your heating and cooling bills each year just by turning your thermostat down by 7–10 degrees for 8 hours a day.



## Stove

- Defrost foods in the microwave before putting in the oven or cooking on the stove.
- Conserve energy by using your stove's small burners for small pots and large burners for large pots.
- Cover pots to shorten cooking time.



**TIP:** Bake with glass or ceramic instead of metal. Glass and ceramic conduct heat better than metal, so you can set the oven temperature as much as 25°F lower, helping cut down on energy costs.

## Water Conservation

- Regularly check toilets and faucets for leaks. Report any leaks to Liberty Military Housing as soon as possible.
- Make sure faucets are shut off properly when not in use.
- Always use a flow-controlling nozzle spray device with outdoor hoses.
- Try to limit shower times. Showers use a lot of water, and limiting the amount of time each person spends in the shower can cut down on energy costs.
- If a toilet or faucet is running constantly, submit a service request to Liberty at Your Service as soon as possible.



**TIP:** Did you know that plug-in-style air fresheners can cause your electricity bill to increase? That's because a heating fan inside the device runs constantly. Conserve energy and explore other air-freshening options instead.



### Did you know?

Seventy-five percent of the energy required to wash a load of clothes actually goes to getting that water warm.



# TIPS TO KEEP YOUR AIR CONDITIONER WORKING WELL

Warm weather means that your air conditioner (AC) has to work hard to keep your home at a comfortable temperature. The more significant the difference between outside and inside temperatures, the harder your AC has to work. Here are some tips to keep your AC functioning correctly all season long.

## QUICK TIPS TO MAXIMIZE YOUR AIR CONDITIONER



**Start Early.** The AC needs to be turned on early in the day before the outside temperature begins to rise and the home begins to heat up. If you turn your AC on when the home is already hot, it can take several hours to cool it back down to a comfortable level. Avoid setting your thermostat at a colder setting than normal when you first turn on your AC. It will not cool your home any faster.



**Replace air filters regularly.** Poor airflow caused by dirty filters encourages AC systems to overheat and shut down. Dirty air filters can also cause AC systems to freeze up.



**Close your blinds during the day.** This is especially important for windows that face south or west. This will greatly reduce the extra heat that is caused by the sun's heat coming through the windows.



**AC units are designed to cool the air 15–20°F** from the outside temperature. If it is 90°F outside, your AC is working correctly if your home is 70–75°F.



**Close all exterior doors and windows** when the AC is on.



**Keep the thermostat at a reasonable temperature,** no matter the temperature outside. At low temps, ice or frost can form on the coils or the piping of your AC unit. Setting your thermostat low can increase the chances for condensation on ducts and registers.



The U.S. Department of Energy recommends **setting your thermostat to 78°F** during the summer months.



**Using a ceiling fan** to circulate air allows you to raise the thermostat setting by 4°F. Be sure to set your ceiling fan to spin in a counterclockwise direction for the best summer use and clockwise direction for winter.



When you shower or take a bath, **use the bathroom fan** to remove heat and humidity from your home.



**Avoid placing lamps or TVs near the AC thermostat.** The thermostat senses heat from these types of appliances, which can cause the AC to run longer than necessary.



↓ 15%

## KEEPING YOUR AIR FILTER CLEAN CAN LOWER YOUR UNIT'S ENERGY CONSUMPTION BY 15%.

Write the date on the filter to remind you when it was replaced. Don't forget, LMH provides free filters upon request!

### DID YOU KNOW?

**All air conditioners (ACs) operate under the same basic premise. ACs remove heat and humidity from indoor air. Then, cooled air is returned to indoor spaces, transferring unwanted heat and and humidity outside.**

**There are three major components to an air conditioner: a compressor, a condenser coil, and an evaporator coil. These components work together to convert refrigerant from gas to liquid and back again.**

Fans move the air and have two settings: auto and on.

In auto mode, the AC moves air only when the cooling part of the unit is running. When the air inside your home reaches the target temperature, the AC shuts off both the cooling and the fan functions.

In fan mode, the fan keeps running continuously even when the cooling component shuts off. Toggling the fan to the "on" position causes it to run continuously, which means air is constantly flowing through your air conditioning system. In turn, this could be releasing unwanted moisture into the air, resulting in a more humid home environment.

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Source: Energy.gov



**LIBERTY**  
MILITARY HOUSING

# RESIDENT SERVICES





# WE WANT TO HEAR FROM YOU!

## Overview

When you're an LMH resident, you have a voice. To make sure your voice is heard, we've created multiple ways for you to give us feedback. Our goal is to provide you and your family with exceptional service each time you interact with our team.

We're fortunate to play such a role in supporting you and your family. It's a tremendous responsibility and one that our team takes great pride in fulfilling every day.

Your feedback is an integral part of helping us achieve our goals.

## SatisFacts Survey

Surveys help us understand what we're doing right and where we can improve. Expect a survey in your inbox when you move in, once maintenance is completed in your home, and when you move out.

Your feedback is essential in helping us provide the best possible service and communities for military families.

## Annual Tenant Satisfaction Survey

The annual Tenant Satisfaction Survey (TSS), conducted by a third party, is sent out by the Department of Defence (DoD). This survey serves as an outlet for military families to express their satisfaction when living in military housing and focuses on three areas of satisfaction: overall, property, and service satisfaction. The survey is distributed to families living in military housing. Together with the DoD, Liberty Military Housing reviews survey feedback to help identify issues, implement corrective actions, and measure satisfaction.

Survey responses are anonymous unless you choose to add your contact information. Residents are encouraged to complete surveys annually. All feedback is valuable, and it is an excellent way to enhance and improve the LMH experience.

# 3-STEP RESOLUTION PROCESS

## THREE-STEP PROCESS FOR RESIDENT CONCERNS

We are committed to making your living experience with Liberty Military Housing exceptional. Our team is dedicated to ensuring that all feedback and concerns are resolved in a timely manner. If you have a concern, we want to hear about it.

Thank you for choosing to live with Liberty.



### STEP ONE

#### Identify the Issue.

Contact:

Liberty at Your  
Service 24/7 Hotline:

888.578.4141

or

Your District

Office

202-629-2647



### STEP TWO

#### Incomplete or Not Satisfied?

Contact the General  
Management Office  
at Liberty Military  
Housing

703-221-9610



### STEP THREE

#### Issue Unresolved?

Contact your  
Government Family  
Housing Office

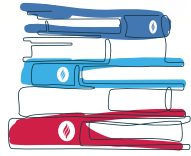
202-433-5912

202-433-3659

Bethesda only:

301-295-6564





## LIBERTY'S LITTLE LIBRARIES



At Liberty Military Housing, we believe that connecting our military families with essential resources strengthens individuals and allows the military community to flourish. **One such resource is access to books.**

Placing books in the hands of our military families can cultivate literacy and create a foundation for lifelong learning.

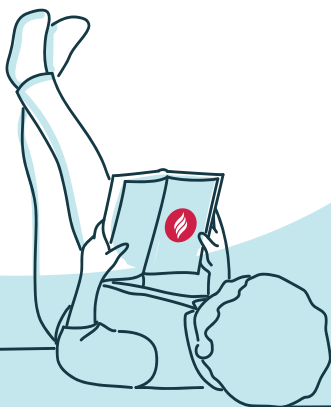
For these reasons and many others, LMH has committed to increasing book access for residents across our communities through the launch of Liberty's Little Libraries.

Through **Liberty's Little Libraries**, each community at LMH will have access to a free little library where residents can borrow books, read books, and share books.



### DID YOU KNOW?

A study from the American Academy of Pediatrics found a strong correlation between parents reading to their children and those same children having high levels of language development at earlier ages.





# TENANT BILL OF RIGHTS

The Tenant Bill of Rights works to improve the lives of military families by ensuring that each family has a voice. It creates a system of checks and balances that mandates how military tenants can be treated. It also ensures that military tenants receive quality housing and fair treatment from Military Housing Privatization Initiative (MHPI) partner companies.

All residents of privatized military housing are afforded protections under their tenant lease and federal, state, and local residential landlord and tenant law. The Tenant Bill of Rights affects all military families living in privatized housing areas, so it's important that you know what's covered in the bill. These are your rights, and you are allowed to speak up about them.



For more information on the Tenant Bill of Rights, please visit the Department of Defense [Tenant Bill of Rights resource page](#) and the [Resident Responsibility page](#).

## UPDATE YOUR CONTACT INFORMATION TODAY

**Liberty Military Housing has partnered with RedFlag to ensure everyone in our community is alerted to emergencies.**

RedFlag alerts are issued to keep you informed about severe weather, office closures, power outages, or other events that may severely impact your community.

### ABOUT REDFLAG NOTIFICATIONS

- You can receive RedFlag notifications via text message, email, or phone.
- All texts will be from 444222. Emails will be from LMHCallCenter@LiveLMH.com, and phone calls will be from a specific company number.
- Messages will be filtered based on your subscriber information, so you only receive messages or information that is relevant to you.
- We send RedFlag notifications to all U.S.-based subscribers.

### WHAT WE NEED FROM YOU

Make sure your district office has up-to-date information for everyone in your household who may need to receive alerts. Notifications will be sent to the most recent contact numbers on file.







# RENTERS INSURANCE

## RENTERS INSURANCE NEED NOT BE OVERLY COMPLEX OR DIFFICULT TO PURCHASE.

Renters insurance is designed to help families in rented residences. Like an auto insurance policy, a renters insurance policy provides coverage when an unexpected event occurs. A typical policy includes three types of coverage that can protect your personal possessions and your living arrangements after a covered loss.

### Renters insurance can provide coverage for the following:

- Belongings in the event of a fire or break-in.
- Personal liability and medical payment coverage in the event someone is injured in the policyholder's home.
- Cost of food, lodging, and other expenses if the home becomes unlivable due to damage caused by a family member.

These phone numbers and websites are provided for reference only and are not endorsed by LMH.



[Allstate](#) 800-255-7825



[Geico](#) 800-207-7847



[State Farm](#) 800-732-5246



[USAA](#) 800-534-8722

# DISASTER PREPAREDNESS

## BE IN THE KNOW

Disaster preparedness helps you and your family design effective and realistic disaster plans. Liberty Military Housing encourages all families to make a disaster prep plan to be as prepared as possible for the unexpected.



### RedFlag Notifications

Make sure all contact information for the adults in your household is up-to-date in our system. This ensures you receive notifications from our emergency alert system, **RedFlag**. Please ensure your contact information is up-to-date so that our team can contact you in the case of an emergency. If you need to update your information, give us a call. We're here to help.



### Extended Time Away from Your Home

Notify your district office if you plan to be away from home for an extended period of time so the office knows who's home during an emergency situation.



### Preparedness Blog

Visit our [blog](#) frequently for posts relating to emergency preparedness.



### Installation & Local Government Alerts:

Ensure your family is signed up to receive installation or local government emergency notifications. Visit [Ready.gov](#) for more information and tips.



### Tips & Information

Visit [FEMA's website](#) for additional disaster preparedness resources.



# WINDOW SAFETY

Windows are one of the greatest dangers and one of the most important safety features in a home. It is important that all members of a household are aware of window safety. Unattended children run the greatest risk of falls and injuries.

The safety and well-being of our residents remain top priorities for Liberty Military Housing. Together with our government partners, we want to educate residents on the importance of window safety.



Always watch children at play.



Close and lock all windows within a child's reach.



Keep anything children can climb on away from windows.



Window screens keep bugs out, not children in.



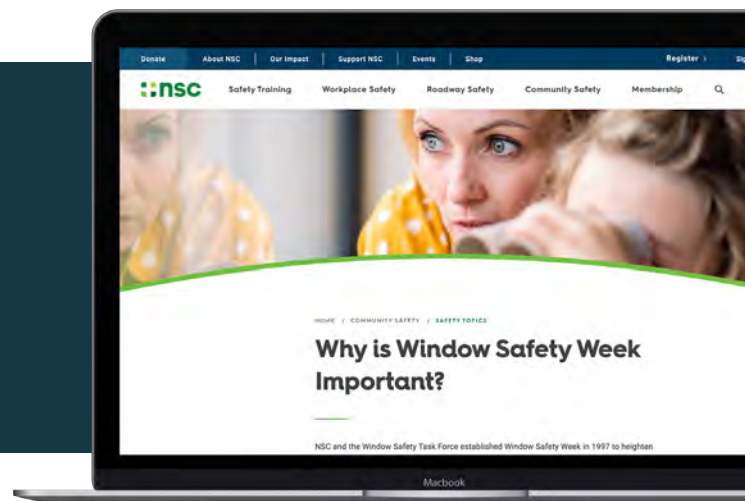
In case of emergency, be sure windows are not blocked and can be opened easily from the inside.



Have an emergency escape plan that every family member knows.

## Additional Resources:

- Visit the National Safety Council's Window Safety Task Force [resource page](#).
- Hear one family's story and how they are influencing safety changes to help prevent future window falls at [Window Safety Video](#)







# LIBERTY PARTNERS AT YOUR FINGERTIPS

LOCAL RESOURCES FOR MILITARY FAMILIES

## **Armed Services YMCA**

[www.asymca.org](http://www.asymca.org)

## **National Domestic Violence Hotline**

800-799-7233 or TTY 800-787-3224

[www.thehotline.org](http://www.thehotline.org)

## **Military Health System (MHS) Nurse Advice Line**

800-TRICARE (874-2273) | Option 1

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

## **Military One Source**

800-342-9624

## **SAMHSA Disaster Distress Helpline**

Get support regarding your anxiety or stress by speaking to a trained counselor 24/7, 365 days a year. Call or text 800-985-5990.

## **Veterans Crisis Line**

Call 800-273-TALK (8255), visit the [Veterans Crisis Line](#), or text 838255

## **Blue Star Families**

[www.bluestarfam.org](http://www.bluestarfam.org)

## **Navy-Marine Corps Relief Society**

[www.nmcrs.org/](http://www.nmcrs.org/)

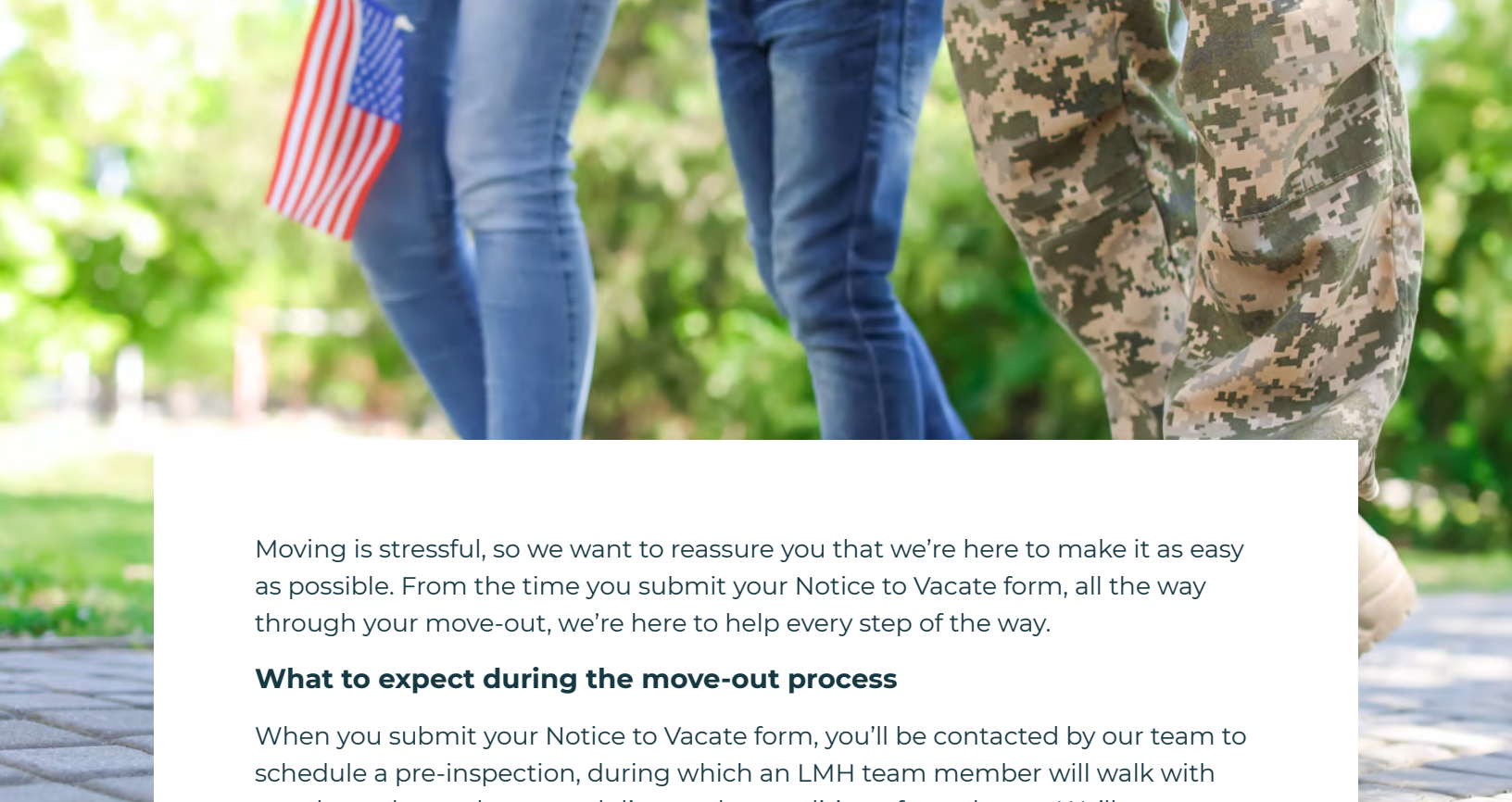
619-767-6800



**LIBERTY**  
MILITARY HOUSING

MOVING  
OUT





Moving is stressful, so we want to reassure you that we're here to make it as easy as possible. From the time you submit your Notice to Vacate form, all the way through your move-out, we're here to help every step of the way.

### **What to expect during the move-out process**

When you submit your Notice to Vacate form, you'll be contacted by our team to schedule a pre-inspection, during which an LMH team member will walk with you through your home and discuss the condition of your home. We'll cover any items that need to be repaired or addressed. You will receive an estimate of the charges it will cost to repair any resident caused items. We'll schedule your final move-out inspection and communicate (if applicable) any final charges.

### **What can I get charged for at move-out?**

Move-out charges vary based on the condition of your home at the time of move-out. We strive to make this part of the move-out process as transparent as possible. A copy of your community's move-out charge sheet is located in this guide, along with a list of tips to help make the inspection, as successful as possible.

### **Move-out reminders**

- You must notify the district office of your intent to vacate as soon as possible, but no less than 30 days, unless otherwise specified in your lease. Please bring your forwarding address with you. Military unit addresses are permitted.
- During pre-inspection, you'll be provided with written instructions on the cleaning requirements for the home, noting any areas needing special attention.
- Any alterations made to the home must be restored to the original condition or remain in place if previously authorized in writing by the district office.
- When you vacate your home, any personal property left in your home will be considered abandoned and may be disposed of without liability to us, subject to applicable laws. Disposal of personal property may result in additional charges.





# TIPS TO ENSURE A SMOOTH MOVE-OUT

## General Cleaning Requirements

- Completely remove all personal items from the home, storage area(s), and garage.
- Clean front and back yards of all rubbish, garbage, animal waste, and so on, and remove all personal items.
- Dispose and recycle items in an appropriate manner.
- Any equipment or feature delivered as part of the premises (e.g., appliances, appliance parts, fixtures, hardware), must be returned intact and in proper working order.
- Original wall color must be restored. If it can not be restored, primer must be used.
- Remove all markings and stickers from ceilings, walls, and window sills.
- All windows must be closed and locked with window covering left in the closed position.

## Kitchen Cleaning Requirements

- Remove all grease build-up, and wipe down all kitchen surfaces.
- Wipe appliances inside and out.
- Sweep and wet mop all hard surface floors.

## Bathroom Cleaning Requirements

- Remove all excessive soap scum, mildew, and other dirt build up from all bathroom fixtures.
- Remove shower curtain.

## Bedroom/Living Room/Dining Room Cleaning Requirements

- Sweep or vacuum as appropriate to the surface.
- All closets: sweep and/or vacuum.
- All blinds: dust or wipe down.
- Ceiling fans: dust or wipe down both sides of blades.

## Garage/Carport/Shed/Exterior Cleaning Requirements

- Floors: free of grease, oil, and paint.
- Clean trash containers and recycle bins.
- Clean exterior doorways, porches, and patios.

## Fenced Yard Cleaning Requirements

- Mow, trim, and edge grassy areas.
- Remove weeds.
- Remove potted plants.
- Remove satellite dishes.

# WHEN YOU'RE ON THE MOVE, WE'RE HERE TO HELP.

Military families move 10 times more often than civilian families: on average, about every 2 or 3 years. When duty calls, and it's time to move, we're here to help.

With more than 200 communities in 10 states, plus the District of Columbia, we're sure we have something available where you're heading. Some of our communities even have immediate availability. With no credit check or deposit required, we can reduce the stress of finding a high-quality place where you can live.

Be sure to explore [our blog](#) where we cover all the ins and outs relating to military moves, including how to file claims.

We understand the needs of military families and offer the services and support to help you transition to your new installation.

Now that you've experienced the Liberty Military Housing difference, we hope you'll consider living in another one of our homes. Best of all, you'll be living next door to other military families who understand the military way of life.

To find the home that's right for you, call us directly or visit [LiveLMH.com](http://LiveLMH.com).

## LIBERTY MILITARY HOUSING LOCATIONS



### Navy

- Annapolis (NSA)
- China Lake (NAWS)
- Dahlgren (NSF)
- El Centro (NAF)
- Fallon (NAS)
- Indian Head (NSWC)
- Naval Air Station Lemoore (NAS)

- Little Creek (NAB/JEB)
- Mechanicsburg (NSA)
- Miramar (MCAS)
- Naval Station Norfolk
- Northwest/Portsmouth (NMC)
- Oceana (NAS)
- Patuxent River (NAS)
- San Diego (Naval Complex)

- Seal Beach (NWS)
- Ventura (NBVC)
- Yorktown (NWS)

### Marine Corps

- Albany (MCLB)
- Camp Lejeune (MCB)
- Camp Pendleton (MCB)
- Coleville / Bridgeport (MWTC)

- Kansas City (MOBCOM)
- Quantico (MCB)
- Thurmont
- Twentynine Palms (MCAGCC)
- Yuma (MCAS)

### Army

- Joint Base Lewis-McChord

# ESTIMATED MOVE-OUT CHARGES\*

## NDW FLAG HOMES

### CLEANING CHARGES

- **CarpetClean**- \$250.00 - \$450.00  
Additional Add-ons:  
Pet Treatment: \$65.00
- **FullClean**- \$600.00 - \$1400.00
- **Odor Seal**- \$250.00
- **Power Wash**- \$175.00 per area
- **Pre-Clean**- \$275.00 - \$550.00
- **Trash Outs**- \$25.00 per person/hr.
- **VinylClean**- \$85.00 - \$130.00

### FLOORING CHARGES

- **CarpetCharge**- Pro-Rated for Lifespan
- **Vinyl Tears**- \$114.00 - \$140.00  
Additional Tears - \$95.00

### PEST CONTROL

- **Flea treatment**- \$33.00-\$60.00

### KEY CHARGES

- **AccessCard/Fob**- \$5.00 each
- **Garage Remotes**- \$35.00 each
- **House Key**- \$5.00 each
- **Mail Keys**- \$5.00 each

### EXTERIOR REPAIRS

- **Fence Repairs (wood) 5ftx8ft** - \$375.00
- **Fence Post 4x4** - \$165.00 each
- **Garage Door Panels**- (2) \$190.00 (1) \$175.00
- **Hazmat Removal**- \$25.00+
- **Stucco Repairs**- \$100.00 - \$250.00
- **Satellite Dish Removal**- \$25.00 - \$50.00

### FURNITURE ENTITLEMENTS

- **Missing or Damaged Furniture Entitlements will be billed at full Replacement value.**

### INTERIOR REPAIRS

- **Baseboard Replacement**- \$45.00 per 10ft
- **Door Trim Replacement**- \$45.00 each
- **Door Jam Replacement**- \$150.00 each
- **Door Replacement**- \$95.00 - \$250.00
- **Drywall Repairs**-  
\$75.00 (1x1)  
\$150.00 (2x2)  
\$225.00 (3x3)
- **Paint/Prime** -  
Primer and Paint per wall: \$85.00  
Paint only per wall: \$45.00  
Paint only per room: \$195.00
- **Sliding Glass Door Replacement**-  
\$640.00 - \$1,500.00
- **Window Sill Replacement**- \$75.00
- **Window/Door Screen Replacement**- \$10.00

### LANDSCAPE (BACK YARDS)

- **Animal Waste Removal**- \$30.00
- **Back Yard Mow**- \$35.00 - \$40.00
- **Backyard Restoration**- \$35.00 - \$350.00
- **Brick or Paver Removal**- \$60.00

### RESURFACING

- **Bath Tub**- \$250.00
- **Bath Vanity**- \$99.00
- **Bath Walls**- \$225.00
- **Countertop**- \$275.00
- **Additional Repairs**- \$50.00 - \$150.00

### HAZARDOUS MATERIALS/WASTE DISPOSAL\*\*

- **Batteries** - \$30.00 per lead-acid car battery or lithium-ion battery.
- **Tires** - \$15.00 per tire
- **Propane Tank** - \$20.00 per tank
- **Automotive Fluids/Flammable Liquids** - \$10.00 per gallon
- **Cleaning Agents** - \$10.00 per gallon

\*Move-out charges are billed to residents when there is damage to the property beyond normal wear and tear. Residents are only billed for the actual cost to complete the work. The figures above are estimates, which will vary based on square footage, floor plan, and severity of the damage. All move-out charges are subject to change based on the vendor used and the actual cost of the repairs or replacement. Any work performed by a Liberty employee will be charged at a labor rate of \$25.00 per employee. \*\*Please utilize designated locations for proper disposal of hazardous materials to avoid fees.





**LIBERTY**  
MILITARY HOUSING

LiveLMH.com | 888-578-4141