



Resident Forum March 2026

☆☆☆☆ WE ARE THE ARMY'S HOME ☆☆☆☆



Garrison Commander – COL Jerel D. Evans
Garrison Command Sergeant Major – CSM Martin J. Arguello
US Army Garrison Fort Benning, Georgia

Purpose – To support Communication between the Community Residents, the Garrison Command Group, and leaders from the collective Housing Enterprise (Military Housing Office and Heritage Landing)

Attendees:

- Community Residents from all Heritage Landing neighborhoods
- Heritage Landing Leadership – Community Management and Facilities Teams
- Fort Benning Garrison - Command Group and Military Housing Office
- Tenant Unit Leadership as available
- Other individuals and agencies by invitation (e.g. DFMWR; Boldyn; select Third Party Advocates)



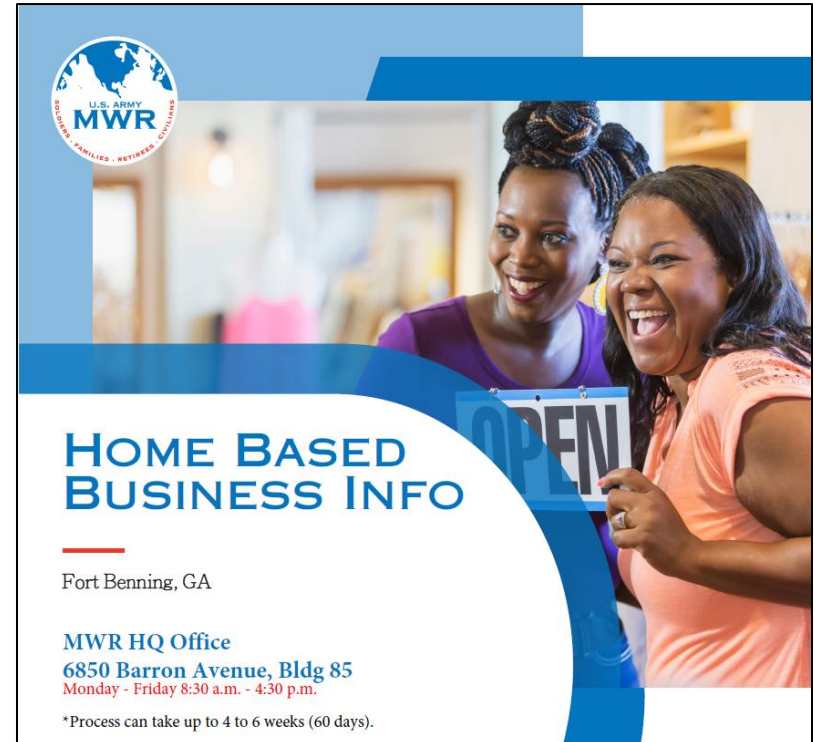
Agenda:

- Introduction
 - Welcome, Introductions and Admin Notes (MHO)
- Special Guest Presentation(s):
 - Home Based Businesses (MHO ISO DFMWR)
 - Boldyn Fiber Network Initiative (Boldyn)
- Privatization in the Army – the Why and the How (MHO)
 - Privatization at Fort Benning - A brief history of development
 - Overview of Organization and Community Structure
- Ongoing Initiatives and Updates (MHO and Heritage Landing)
 - Community Renaming
 - Tenant Satisfaction Survey
 - Wait List Update
 - Outyear Development Update – Norton Court; Other CR&R Projects
 - Maintenance Updates - Transition from Realpage to Yardi; Prev Maint
 - Policies and Programs - Pet Policies; Requests for Retention of Quarters; Notices to Vacate
- Open Discussion – Policies and Practices – Questions and Answer



Home Based Businesses:

- Fort Benning installation leadership (Senior Commander and Garrison Commander) – and Heritage Landing leadership - support the conduct of Home Based Businesses in Privatized Housing on the installation.
- Applicable Regulations.
 - Fort Moore Regulation 210-5, dtd 1 May 2024
 - Army Regulation 210-22
- FMWR Website
- <https://benning.armymwr.com/programs/employment-readiness-program/home-based-business>
- Website Contains
 - HBB Info Pamphlet
 - Application
 - List of Garrison Approved HBBs
 - Method to report unapproved HBBs



Ft. Benning | Project Status

Updated as of 3/18/26

Project Progress

- 152 jacks completed in Davis – schedule progressing as expected.
- 23,741ft of fiber has been run along backbone route, 36% complete.

Lessons Learned

- Mismarked/unmarked utilities are the #1 issue surrounding subsurface construction. Some techniques we use to minimize impact include:
 - Potholing (exposes the lines prior to drilling);
 - Ground-penetrating radar (GPR) to identify any subsurface materials in our path;
 - Hydrovac – a method of using pressurized water to remove soils.

Active Neighborhoods

- **Davis** – Drilling and house jack installations.
- **Indianhead** – Aerial fiber lashing.
- **McGraw** – Paused drilling until Davis neighborhood is complete.

Base Completions			
	Complete as of 3/16/26	Total Footage	% Complete
Conduit Installed	29,849	192,117	16%
Strand Complete	48,963	74,205	66%
Fiber Complete	23,741	168,883	14%

Neighborhood	% Complete	LUs	Construction Start	Civil Construction Complete	House Jacks Complete
BASE TOTALS	12%	3398			152
Backbone	50%	N/A	3/10/2025	4/24/2026	N/A
Davis	20%	286	1/28/2026	5/1/2026	152
Indianhead	30%	433	2/23/2026	5/25/2026	0
McGraw	20%	592	3/9/2026	8/1/2026	0
Patton	0%	665	7/1/2026	9/30/2026	0
Perkins	0%	173	4/12/2026	10/10/2026	0
Historic Inter-War Era 2	0%	83	8/17/2026	10/17/2026	0
Custer	0%	666	5/16/2026	11/30/2026	0
Upatoi	0%	107	10/30/2026	12/7/2026	0
Historic Inter-War Era 1	0%	393	11/14/2026	1/10/2027	0

CONFIDENTIAL. BOLDYN NETWORKS 2026.
[SEC=PROTECTED]



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Boldyn Networks: 

Ft. Benning | Project Status

Updated as of 3/18/26

2

What is being offered?

- A2D has partnered with Boldyn and Michaels to deliver a 100% fiber network.
- 3 speed tiers will be offered to all residents:
 - 100x100M
 - 500x500M
 - 1Gx1G

How does this compare to current offerings?

- Other networks utilize an HFC – Hybrid Fiber Coax. These can experience issues such as inconsistency in user experience, glitching, impact due to high traffic days/times.
- A2D offers a network that consists of 100% fiber from end to end. This provides consistency of symmetric speeds, low latency, and no glitching.



Now You're **FIBER INTERNET Ready!**

Don't pay for "half-internet."
Cable hides upload speed for a reason.

- ✓ **Speeds Up to 1Gig x 1Gig**
Send large files, have quality video calls, and back up photos instantly.
- ✓ **Pro-Grade Streaming & Gaming**
Ultra-low latency and symmetric speeds that cable simply can't touch.
- ✓ **Power All Devices**
Fiber Internet super charges your WiFi, and lets everyone stream and work at the same time, without lag.
- ✓ **Simple Billing**
Free Installation and no junk fees.

www.ecommunitymilitary/ftb26



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Privatization – The Why:

- In the early 1990s, the poor condition of Family Housing was among the top reasons why good Soldiers were leaving the Army
- The Army estimated it would take \$8B to buyback the quantity and quality of Family Housing
- In 1996, Congress passed the MHPI Act of 1996 (10 USC 2871). This act provides the military services with alternative authorities for the management, construction, and improvement of housing.

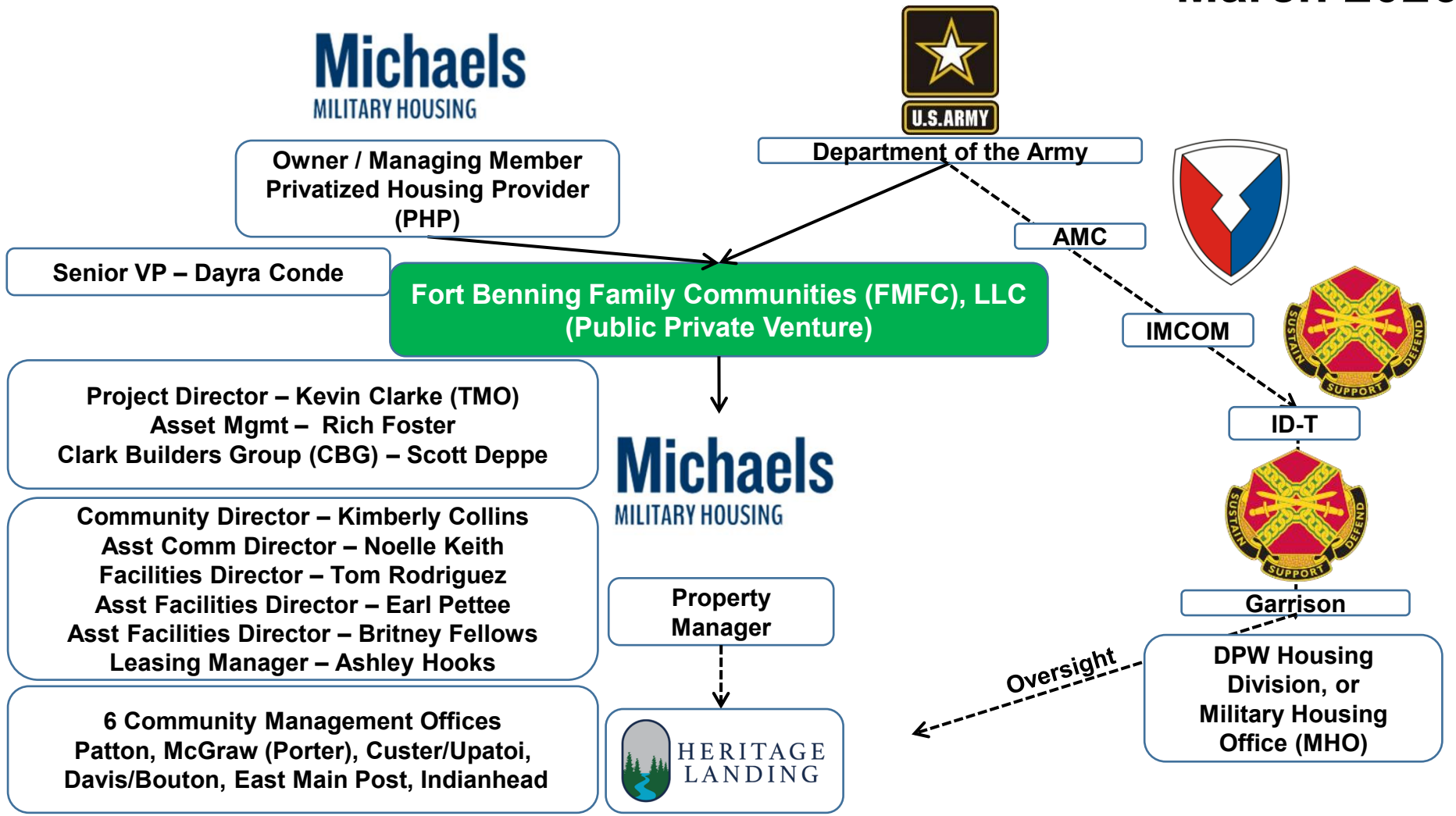
Privatization – The How:

- Army + Privatized Housing Provider (PHP) = LLC Partnership (Not a contract)
- **Operating Income = Rent (BAH) x Occupancy**
- Cashflow = Operating Expenses + Capital Repair + Debt Services + Reinvestment Account
- Incentive fees consist of a small limited amount of revenue, not all of which they receive
- **What does not get spent in the first three categories goes to the Reinvestment Account.**

Privatization at Fort Benning:

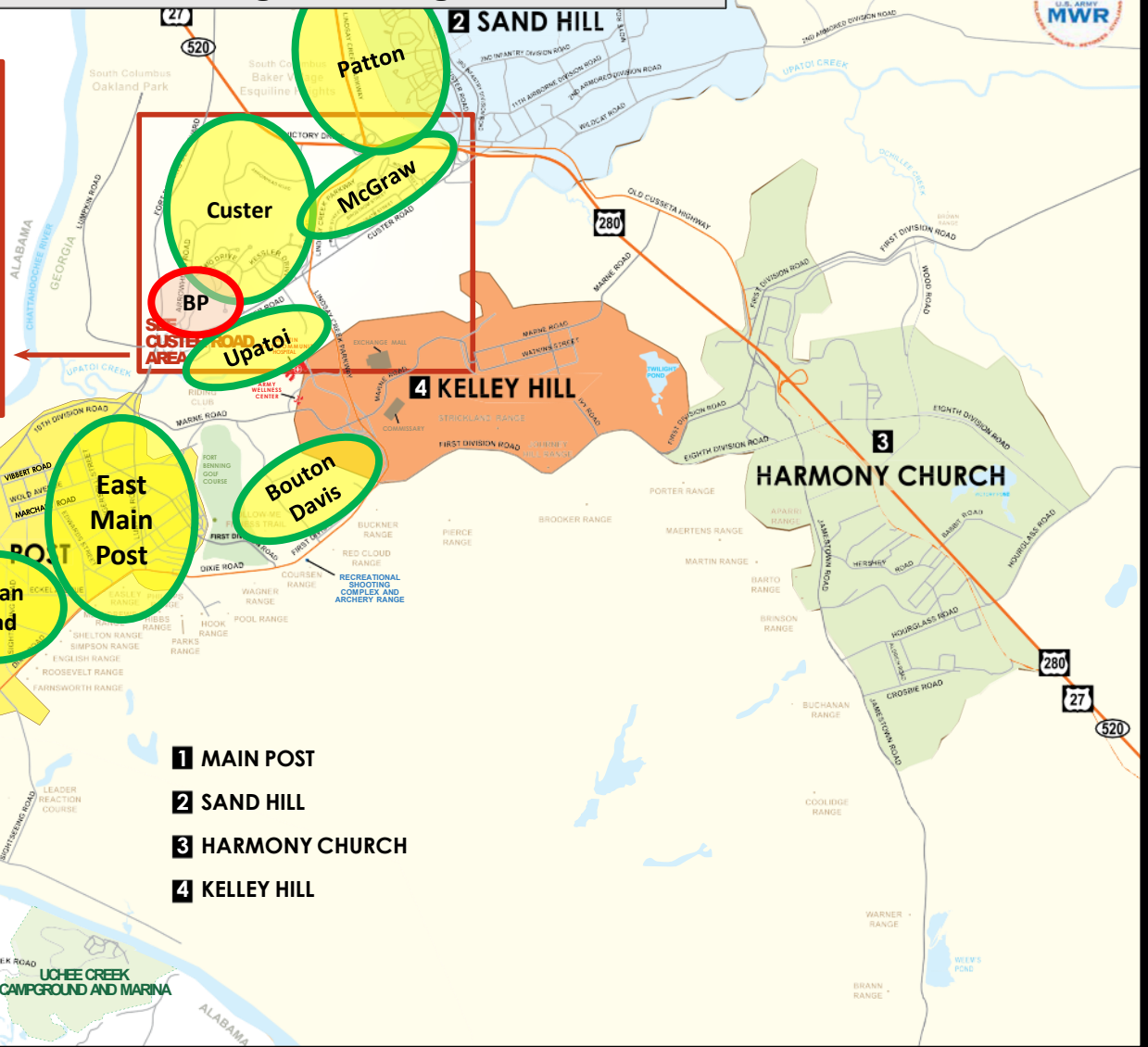
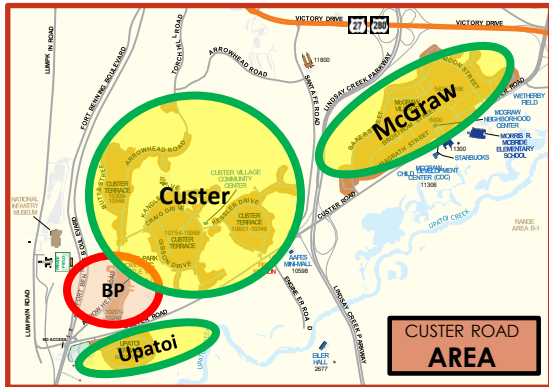
- **Fort Benning Family Communities (FBFC), LLC is the Public/ Private Partnership between the Army and The Michaels Organization (PHP since August 2021)**
- Between 2006-2016, Clark Realty Capital (original PHP) spent \$500M demolishing and constructing 1727 new homes, and renovating 1123 existing homes, leaving 1151 homes untouched
- Between 2019-2023, the PHP spent \$33.5M renovating 373 Interwar Era homes
- **From 2026-2028, the PHP will demolish and build new 112 unrenovated homes built in 1957.**





Fort Benning Privatized Housing Heritage Landing

Fort Benning POST OVERVIEW



- 1 MAIN POST**
- 2 SAND HILL**
- 3 HARMONY CHURCH**
- 4 KELLEY HILL**

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Community Renaming:

- On 11 March 2026, The Villages at Fort Moore officially rebranded / renamed to Heritage Landing in a Ribbon Cutting Ceremony attended by the Fort Benning Senior Commander and Garrison Commander and the Fort Benning Family Communities, LLC Project Director




**HERITAGE
LANDING**

 Website: liveatheritagelanding.com

 <https://www.facebook.com/heritagelandingatfortbenning>



 <https://www.instagram.com/heritagelandingatfortbenning/>

 <https://www.youtube.com/@HeritageLandingatFortBenning>



RENTCafé[®]



-  Click "Sign Up"
-  Enter your information
-  Ask your Community Management office for your registration code (the same as your resident ID)

Tenant Satisfaction Survey:

- From 2 March to 1 May 2026, CEL & Associates (CEL) is hosting the Army's Annual Tenant Satisfaction Survey (TSS).



ARMY HOUSING
Tenant Satisfaction Survey
FORT BENNING

IS NOW **LIVE!**

Share Your Feedback

Scan Here!

OMB Control # 0704-0553
OMB Expiration 8-31-28

A cartoon pencil character with a red eraser, a smiling face, and white gloves is pointing upwards with its right hand. The background is a solid teal color with some small white starburst graphics.



- **Wait List Drivers**
- **Three Primary Factors contribute to a person's Wait List Experience**
 - **Limited Availability of On Post Housing**
 - Only enough housing to house ~ 30% of assigned population On Post
 - Some homes not available
 - Offline due to Renovations or Major Maintenance
 - Turn Backlog due in part to Home Conditions (44% Tier 3 Homes)
 - **Policy**
 - Date of Eligibility (DOE) is date cleared previous installation
 - Consistent with RCI HQDA Wait List Policy
 - Drill Sergeants are Key and Essential
 - Freeze Zone Policy
 - Bedroom Eligibility Policy
 - Pet Policy
 - **Personal Choices**
 - Choosing to wait despite lack of availability or expected wait time
 - Choice of Neighborhood
 - Choice of Bedrooms
 - Choice of Standalone / Color/ Etc.



- **Wait List Risk and Risk Management**
- **Risk is Greatest for**
 - Applicants for Patton/ McGraw Housing Areas
 - Non-Drill Sergeant Applicants
 - Applicants arriving later in the Summer
 - Soldiers Accompanied by Large Families and Pets
- **Possible Mitigation Methods for Consideration**
 - **Stage Family and Pets at “Intermediate Staging Base” (ISB)**
 - Elsewhere with family or friends at reduced cost & greater comfort
 - Call Family and Pets forward once you’ve received a home
 - **Temp Lodging – Abrams Hall (IHG Hotel) offers “Locally Negotiated Rate” for families**
 - 706-689-0067
 - Rate = TLE Rate for 1st 21 days
 - LNR = BAH Rate after Day 21 w/ BAH Rate Memo from VaFM Leasing
 - BAH Rate Defined
 - Daily Rate = BAH divided by days/month, then add three taxes
 - BAH Rate incurs some Out of Pocket Expense; but is better than other Temp Lodging alternatives
 - **Temp Lodging – Consider Short Term Lease with another property mgr**
 - Rental Furniture may be required



- As of 10 March 2025**

Rank	Total	1-30 Days	31-60 Days	Greater than 60 Days	Longest
E1 - E5	26	20	4	2	
E6 - E8	51	18	21	12	
O1 - O3	16	15	1	0	
E9 - O6	0	0	0	0	
K & E	0	0	0	0	
Total	93	53	26	14	Avg Wait List Time: 32 days; 40 longer than 30 days (33 P/M) Occupancy = 88%; Avail = 3702 (93%); On Hold = 196+90+13

- As of 9 March 2026**

Rank	Total	1-30 Days	31-60 Days	Greater than 60 Days	Longest
E1 - E5	10	8	2	0	
E6 - E8	53	19	17	17	
O1 - O3	8	7	1	0	
E9 - O6	0	0	0	0	
K & E	0	0	0	0	
Total	71	34	20	17	Avg Wait List Time: 38 days; 37 longer than 30 days (34 P/M) Occupancy = 88%; Avail = 3669 (92%); On Hold = 185+124+13



Wait List Observations. No assistance is required with the Wait List.

- **While the number of people who have applied is 421, only 71 of them have cleared their previous installation and are 'actively waiting'.**
- **The number 71 is smaller than we saw last year at this time. Last year at this time, we had 93 people on the wait list cleared and actively waiting.**
- **Of the 71 people who have cleared, 37 have been waiting longer than 30 days.**
- **53 people (75% of the 71 actively waiting) are waiting for Patton/McGraw neighborhoods (our highest demand areas) and 34 of our 37 families waiting longer than 30 days are on this wait list. That's 92% of the people waiting longer than 30 days come from this wait list where demand exceeds availability by a significant margin.**
- The Garrison and PHP are focusing on informing people's expectations and informing their consideration of housing options and risk mitigation methods. The Garrison and PHP continue to message that a person's 'wait experience' is a product of three factors - availability of homes, policy, and personal choices/preferences.



- Wait List Longitudinal Analysis**

Date	1/3/ 2023	1/9/ 2023	2/21/ 2023	3/27/ 2023	6/26/ 2023	1/8/ 2024	4/1/ 2024	7/15/ 2024	9/30/ 2024	10/21/ 2024	1/6/ 2025
	2023 Begin	2023 High WL#	2023 High WT#	2023 Low WL#	2023 Low WT#	2024 Begin	2024 High WT#	2024 High WL#	2024 Low WL#	2024 Low WT#	2025 Begin
Total Wait List	109	126	62	32	67	87	52	138	22	53	100
1-30 Days	78	73	26	15	61	26	16	70	14	49	68
31-60 Days	27	42	13	13	5	42	12	54	8	4	30
61+ Days	4	11	23	4	1	19	24	14	0	0	2
Avg Wait Time (Days)	25 days	30 days	44 days	35 days	18 days	42 days	50 days	33 days	26 days	17 days	25 days
Total Wait List # P/M / % P/M	86 79%	93 74%	54 87%	30 94%	30 45%	52 60%	32 62%	66 48%	16 73%	40 75%	66 66%
Occupancy	86%	86%	88%	88%	86%	89%	89%	85%	87%	87%	88%

- Portrays Historic Wait List Totals and Wait List Times**
 - Wait List (WL) - Total # Actively Waiting**
 - Wait Time (WT) – Average Time people on the list have been waiting**
- Includes these stats for the beginning and ending of select Calendar Yrs (CYs)**
- Includes these stats for the High Points and Low Points of these select CYs**



- Outyear Development – Norton Court Demolition and Replacement



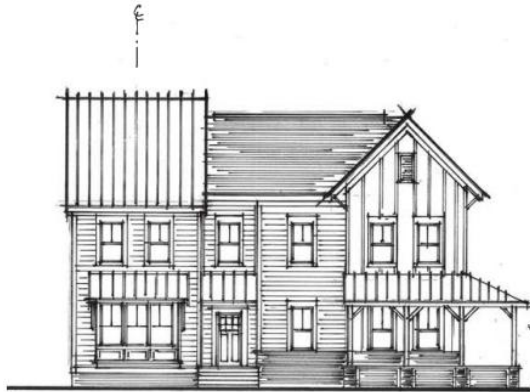
- Outyear Development – Norton Court Demolition and Replacement
- Demo 112 homes
- Construct 112 homes
- 3-BR – 2,067 SF
- 4 BR homes – 2,203 SF
- Cost APX \$57.6M



TYPICAL UNIT PLANS | 4-BR TOWNHOUSE #2,203-SF



- Outyear Development – Norton Court Demolition and Replacement



CONCEPTUAL PARTIAL ELEVATION
SCALE 1/8"=1'-0"

22060



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HERITAGE
LANDING

PLAYGROUND FACILITIES ASSESSMENT

Fort Benning, GA Updated 6 March 2026

*Verified by MHO, PM and Vendor

PLAYGROUND ASSESSEMENT

Mar 2026 – PM Verified

NEIGHBORHOOD	PLAYGROUNDS	BASKETBALL COURTS	SOCCER FIELD
EMP - AMS	3		
EMP - WE	3	1	
EMP - IT	1		
EMP - NO	-3	-2	
EMP - PK	3		
Bouton	3	1	
Davis	6	2	
Patton	14	1	1
Upatoi	4	1	
McGraw	22	5	
Custer - CN	10	2	1
Custer - CC	4		
Custer - CD	4		
Indianhead	3	1	1
McDonald	3		
Porter	2	1	
Total 98	82	13	3

UPCOMING REPAIRS

NEIGHBORHOOD	PLAYGROUND	PARTS	LABOR	QUOTE
EMP	PK - 2	\$ 640.17	\$ 3,000.00	USN016185 Perkins 2-Ft Benning, Hopper Handles & Footrests 03/03/2026
Patton	PT - 1,3,4,6,8,9,11,12, 13,14	\$ 36,322.72	\$ 40,000.00	USN016180 Patton-Fort Benning Sites, Various Parts 03/03/2026
Upatoi	UP - 1,2	\$ 13,187.83	\$ 15,000.00	USN016186 Utapoi Sites-Ft Benning, Various Repairs 03/03/2026
McGraw	MG - 1,3,4,5,6,7,8,9,12,14 ,15,16,17,20, 22	\$ 39,982.73	\$ 42,000.00	USN016187 McGraw Sites-Ft Benning, Various Repairs 03/03/2026
Total	28	\$ 90,133.45	\$ 100,000.00	\$ 200,000.00

- Completion by end of Q2

PLAYGROUND DEMOLITION

Neighborhoods	Parks to be Demolished
EMP	
Patton	PT - 2,5,10
Upatoi	
Mc Graw	MG - 2,11,18,19,21
Custer	
Indianhead	
Total	8

Maintenance Processes

Maintenance Work Orders

- Emergency – 1 Hour Initial Response Time
- Urgent – 4 Hour Initial Response Time
- Routine – 72 Hour Initial Response Time

Reporting a Maintenance Work Order

- Routine
 - Use Heritage Landing email – heritagelandingmaintenance@tmo.com
 - Call 24/7 Maintenance Request Line – 706-685-3929
- Emergency/ Urgent / After Hours
 - Call 24/7 Maintenance Request Line – 706-685-3929
 - Call Housing Hotline – 706-626-2002

Actions to take if issues are encountered

- Contact Community Management – 706-685-39XX/3939
- ICE Comments: <https://disa.ice.mil> – Fort Benning; Housing
- Contact Garrison Housing Office – 706-545-3803
- MCOE Housing Hotline – 706-626-2002



- **Pet Policy**

- **Restricted Breed Pets**
- **HQDA Pet Policy (2009 – restricted breeds) / (2018 – adds limit to dogs/cats to 2)**
- **MCOE Regulations 210-5 (2015) / Fort Moore Regulations 210-5 (2024)**
- **Heritage Landing Pet Policy & Pet Registration Requirements**
 - **Aggressive or potentially aggressive breeds of dogs, including:**
 - **Pit Bulls (American Staffordshire Bull Terriers or English Staffordshire Bull Terriers), Rottweilers, Doberman Pinschers, Chows, and Wolf Hybrids**
 - **Exotics and Wildlife – ex. Reptiles, Rodents (other than hamsters and guinea pigs), Ferrets, Raccoons, etc.**

- **Emotional Support Animals VS Service Animals (NOT THE SAME)**
- **Garrison Housing Office will not approve ETPs to allow Restricted Breed animals to live in housing unless they are Service Animals**
- **Americans with Disabilities Act applies to DoD only by policy, and DoDI 1300.27 (Guidance on the use of Service Dogs by Service Members) states Military Depts retain authority over installation access and domiciling for all animals other than Service Dogs**
- **Service Pets are not treated like pets and require special training & certification**
- **Do not pay an agency to receive “registration / certification” of status as a Service Pet, without special medical condition or training**



- Pet Policy

- **Pet Registration Reqs – Separate Registrations for Heritage Landing and VETCEN**
- Residents must request and obtain written approval from management prior to bringing any pets onto the premises
- Residents are required to register all pets with the Fort Benning Vet Treatment Facility within 10 days of occupying a home or acquiring a pet unless additional time is approved by VETCEN in writing
 - (Lease allows for 30 days; but MCOE Reg 210-5 says immediately)
- All pets residing on Fort Benning **MUST** be registered with the VETCEN even if they have a civilian vet off post
- VETCEN info and registration form – [QR Code >](#)
- VETCEN Contact:
 - [\(706\) 545-4444 / -1127 / -0088](tel:7065454444)
 - benningvetcen@gmail.com



- Surrendering vs Abandonment

- Fort Benning Stray Facility is an independent facility; info on Facebook
- No penalty for surrendering a pet with Fort Benning Stray Facility
- It is illegal to abandon any pet on Fort Benning including tossing out the car windows or releasing onto remote areas of post.



- Open Discussion

