

Frequently Asked Questions

1. Q. What is needed to obtain on post housing?

- A. a. Completed and signed Application
- b. Copy of orders assigning the servicemember to Ft Benning
- c. DEERS enrollment showing proof of dependents
- e. Most recent LES

2. Q. When can I be placed on the wait list for housing and how does the list work?

- A. The SM can provide housing with application and copy of orders as soon as he or she receives orders, but the waitlist sequence number will be based on the date the SM signs out of last duty station.

3. Q. When can I request a Transfer On-site (TOS)?

- A. If the SM is requesting TOS due to change of grade, bedroom entitlement or request for house type, he or she can be placed on the waitlist under the following conditions:

- a. **SM has completed their initial lease term, and;**
- b. **SM agrees to sign a 13 month lease agreement for the new home.**
- c. **Moving cost associated with the TOS will be responsibility of the SM.**
- d. **SM must go to Community Management Office for TOS request.**

4. Q. What is the turnaround time for work orders?

- A. Emergency work orders: Response time is within 1 hour--- Examples: Fire, gas, leak, loss of heating or air, sewage back up, flooding, lock-out, etc.

Urgent work orders: Response time is within 4 hours---Examples: Range/oven failure that prevent you from cooking, refrigerator failure, inop toilet, broken window, etc.

Routine work orders: Response time within 72 hours---Examples: dripping faucet, broken door stop, damaged screens, air filter replacements, inop doorbell, etc.

5. Q. What is the process for members stationed at Fort Knox to receive housing?

- A. Members stationed at Fort Knox and living on post, or living off post but on the Fort Knox wait list as of Oct. 25, 2010, will be given "Priority Status" when applying for a home on Fort Benning.

Members stationed at Fort Knox, living off post, and not on Fort Knox waitlist will be authorized to apply for housing and be placed on the Fort Benning waitlist with standard priority, based on application date. Due to the BRAC relocation, we will defer the requirement to have PCS orders prior to applying for housing and be placed on the waitlist.