

AFGE Local 1263 Newsletter (# 4)

Sunday, 13 October 2024

Columbus Day Weekend / Voter-preparation Issue



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Election-time is almost here: are you ready for 5 November?

If you chose the mail-in ballot option -- have you received your ballot, yet?

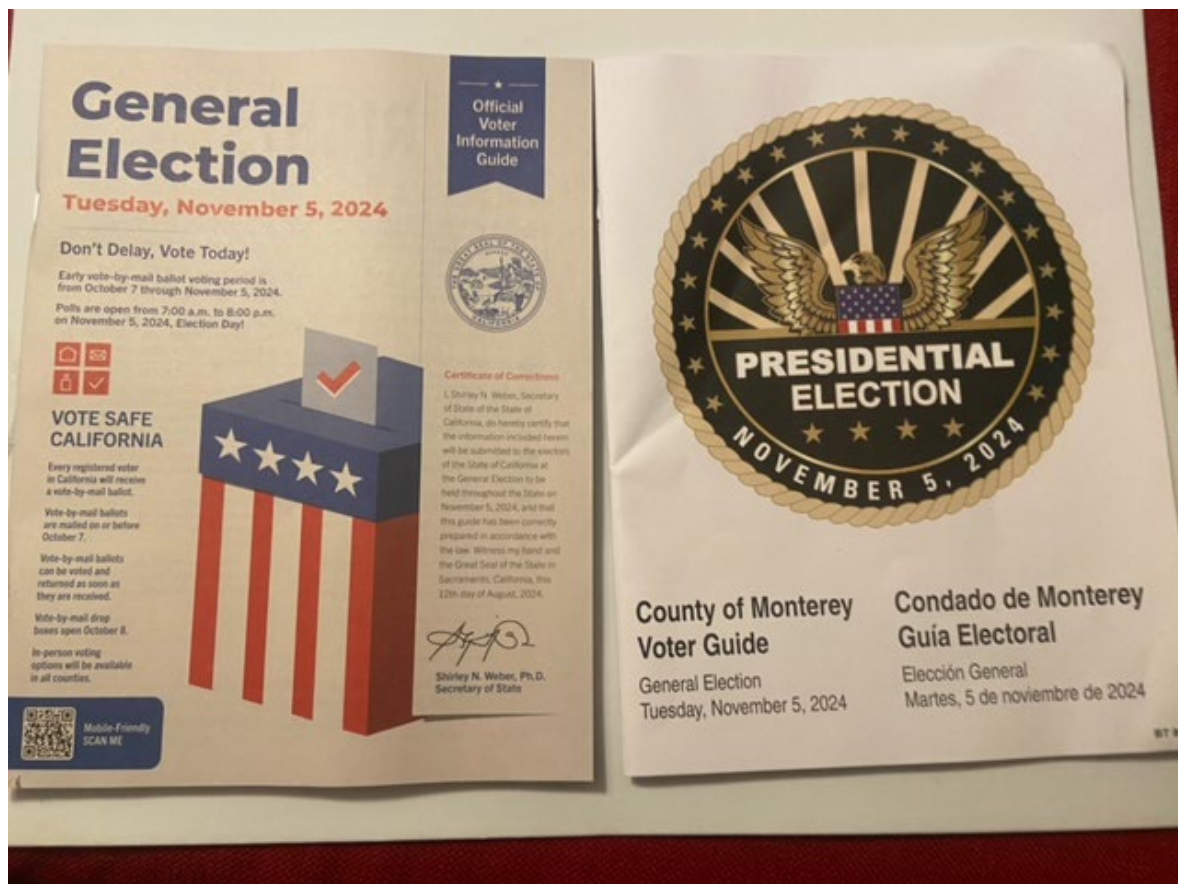
This message was sent out on 7 October by the California Secretary of State on behalf of the Monterey County Election Board:

"Your November 5, 2024, General Election ballot has been sent to you. Contact your county if you don't receive it within 7 business days. Military or overseas voters should have received their ballots already."

Questions? **Call (831) 796-1499 or email vbm@co.monterey.ca.us**"

Monterey County Voters: have you received these booklets in the mail, yet?

(If not, there's still time to download the information,)

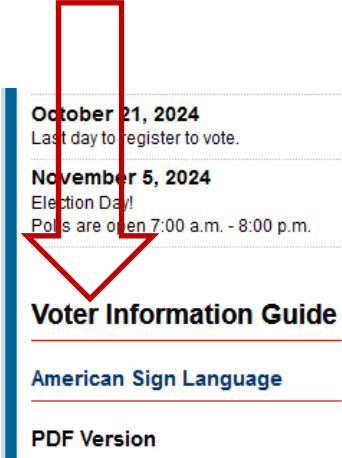


These two booklets are important to your understanding BOTH the positions of State and Local candidates for office, AS WELL AS the many California ballot measures that will be presented to you on your ballot.

If you have not received these two *Voter Information Guides*, here is the contact information you'll need to access them:

California State Voter's Guide (PDF)

<https://voterguide.sos.ca.gov/>



October 21, 2024
Last day to register to vote.



November 5, 2024
Election Day!
Polls are open 7:00 a.m. - 8:00 p.m.

Voter Information Guide

[American Sign Language](#)

[PDF Version](#)

included herein will be submitted to the electors of the State of California at the General Election to be held throughout the State on November 5, 2024, and that this guide has been correctly prepared in accordance with the law. Witness my hand and the Great Seal of the State in Sacramento, California, this 12th day of August, 2024.



Shirley N. Weber, Ph.D., Secretary of State

Message from the Secretary of State

The Monterey County Voter Registration office's website (below) can also help you to register to vote (if you haven't already) ----- the deadline is 21 October !!

<https://www.countyofmonterey.gov/government/departments-a-h/elections/home>



Preliminary Report: Union's "Survey into DLI's Suicide Problem" *

Last weekend, the Union closed its survey with over 100 complete/near complete responses from DLI's current and former (GS and FPS) employees. This is only a preliminary report of the survey results, because several weeks will be required to conduct a meaningful analysis of the responses to our "open-end" questions. *(See Union newsletter #3, available at AFGE1263.org) In conducting this survey, the Union's approach was informed by the risk factors identified by the CDC (U.S. Centers for Disease Control):

Circumstances that increase suicide risk

Individual Risk Factors

These personal factors contribute to risk:

- Previous suicide attempt
- History of depression and other mental illnesses
- Serious illness such as chronic pain
- Criminal/legal problems
- Job/financial problems or loss
- Impulsive or aggressive tendencies
- Substance use
- Current or prior history of adverse childhood experiences
- Sense of hopelessness
- Violence victimization and/or perpetration

Relationship Risk Factors

These harmful or hurtful experiences within relationships contribute to risk:

- Bullying
- Family/loved one's history of suicide
- Loss of relationships
- High conflict or violent relationships
- Social isolation

Community Risk Factors

These challenging issues within a person's community contribute to risk:

- Lack of access to healthcare
- Suicide cluster in the community
- Stress of acculturation
- Community violence
- Historical trauma
- Discrimination

Societal Risk Factors

These cultural and environmental factors within the larger society contribute to risk:

- Stigma associated with help-seeking and mental illness
- Easy access to lethal means of suicide among people at risk
- Unsafe media portrayals of suicide

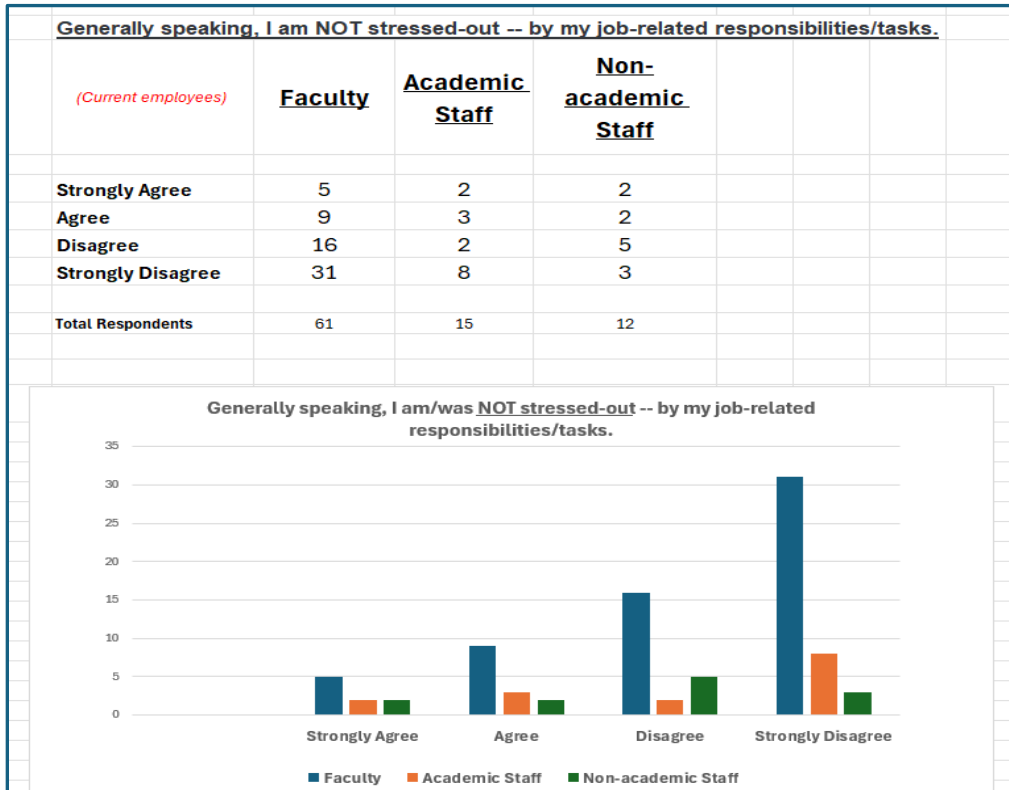
(From: <https://www.cdc.gov/suicide/risk-factors/index.html>)

In the absence of Agency support (and with its limited resources), it was necessary for the Union to limit the scope of the survey - to those factors for which the Union would have the means for gathering reliable data. It presented both current & former employees with a series of open- and close-ended questions -- posed in a "positive" or "neutral" context - and intended to non-prejudicially elicit their authentic responses related to these factors:

- **Job/financial problems or loss (as related to DLI employment)**
- **Bullying (by anyone in the workplace)**
- **High Conflict Relationships (in the workplace)**
- **Discrimination (i.e., prejudicial treatment in the workplace)**

Below are the tabulated results for five "closed-ended" survey questions.

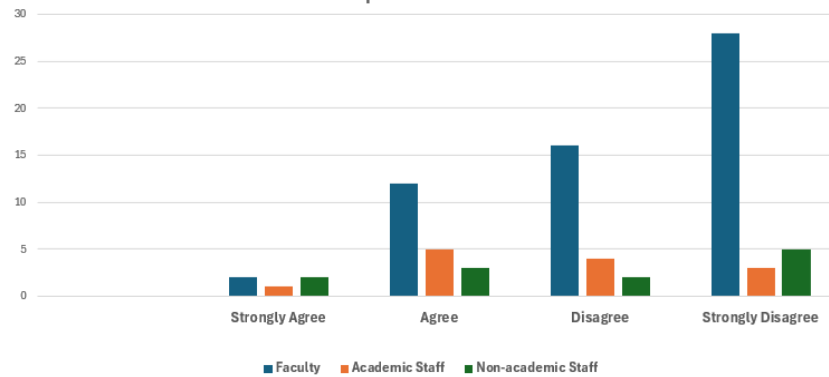
(Only the responses of current DLI employees are reported here.)



My supervisors generally ask for my input -- before making decisions that change to my responsibilities/tasks.

(Current employees)	Faculty	Academic Staff	Non-academic Staff
Strongly Agree	2	1	2
Agree	12	5	3
Disagree	16	4	2
Strongly Disagree	28	3	5
(No Comment)	3	2	0
Total Respondents	61	15	12

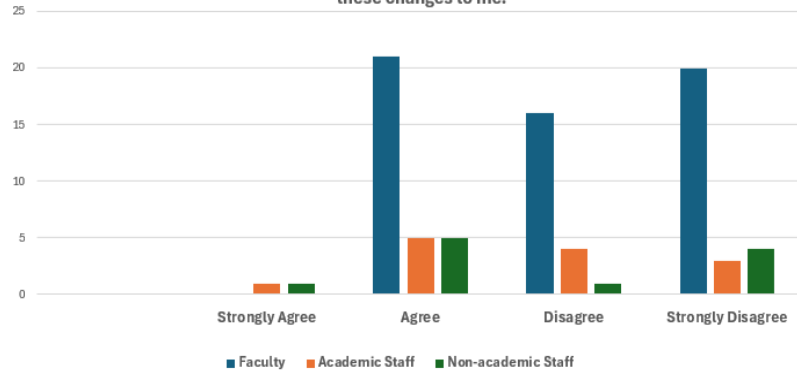
My supervisors generally asks for my input -- before making decisions that change to my responsibilities/tasks.



Before making major changes to my responsibilities/tasks, my supervisors explain these changes to me.

(Current employees)	Faculty	Academic Staff	Non-academic Staff
Strongly Agree	0	1	1
Agree	21	5	5
Disagree	16	4	1
Strongly Disagree	20	3	4
(No Comment)	4	2	1
Total Respondents	61	15	12

Before making major changes to my responsibilities/tasks, my supervisors explains these changes to me.



Perhaps the “most-central” issue of these five closed-ended questions ...



The following are “raw data” collected by one of our “open-ended” questions. Several of the responses are rather extensive, demonstrating why it will require several weeks to analyze the responses to all the survey's questions.

Union Survey's Flextime Questions

Have you ever requested "flextime" ?

For what reason did you need flextime?

Was your flextime request granted?

If it was denied, what alternative solution did you find?

<u>Current FACULTY's</u>	<u>Current Academic STAFF's</u>	<u>Current NON-ACADEMIC STAFF's</u>
Responses to Flextime Questions	Responses to Flextime Questions	Responses to Flextime Questions
requested. had it approved. no issues	No	Our department doesn't offer Flex Time
I cannot ask for flextime because I have too much work to do. If I take time off, the work won't get done.	NA	No
No	Yes. I am more productive in the morning. Yes, it was granted, but only if I had students coming to 0 hour.	Yes. Yes. To work earlier to avoid problematic personnel.
no	no	n/a
No! Never!	NA	Never requested, nor would it be granted. I know better than to ask.
N/A	Yes	Yes. Commute and family responsibilities. Granted.
No	n/a	
N/A	I haven't, but virtually everyone else in my division is on flextime	
taking my kids to school in the morning, the request was denied	no	

Never heard of flextime. Haven't requested it.		<i>Former <u>NON-ACADEMIC STAFF's</u></i> Responses to Flextime Questions
	no	Denied, supervisor doesn't trust employees to do their job
	Taking drop off or pickup kids to and from school Denied, solution take leave	No.
no flextime request for me		what's flextime????
Not requested.		
Since Wellness hours program hours were reduced to just 80 hours per year, which means we can exercise only half a year, I just gained weight sitting in front of PC and finishing paper work (Off SA, on SA, EIBs follows up, developing individual plans for students, monthly counsellings, filling tables). Managements is not listening, literally shutting the mouth and letting go. They develop policies, and when we following those policies, management is telling you off for following those poicies, The teachers are taking students out for a walk conducting speaking hours, and then being scolded for not following strict Academic tasks.	My child's school starts at 8. I cannot drop child at his school earlier than 7:30. If I drop my child at 7:30, I am late for work. I asked my supervisor to grant me flextime: I will come 15 minutes later (at 8:00) and leave work 15 minutes later (at 17:00). My workday hours will be the same (8 hours). He said "No" knowing that I leave work at least 30 min later (often an hour later) and work at home at night and on weekends.	

I hoped that I can have the following work hours due to kid's late school start, i.e, 0845 - 5:15 (8 hrs), including 30 minute lunch work hour (1045-1115). //

It was not accepted, as DLI has no flexibility. Once denied, it was final. I also am willing to take true flexible work hours like working 32 hours per week (four days a week) and get less paid. But, DLI is not ready to be flexible and to meet individualal worker's condition and situations.

i have not requested flextime

No, I never asked for that

Yes, it was granted. I wanted to go to gym and force myself to do another activity that forced me not to think about work, as just by going home I could not disconnect from the pressures of it. I was very disappointed when the hours were reduced. I have acquired a nervous tick in both eyes and heart palpitations for work stress. I downloaded an application on the Apple Watch that measures stress and it tells me I am stressed almost everyday. I put too much attention to what the others say, including my boss as my salary depends on his opinion of me. If I could, I would move to the mountains in an isolated cabin surrounded by nature so I don't have to hear more complains or comments from others about how bad my decisions are, even though I know I am doing a great job but not recognized. How it is possible that you cannot get a step increase every year if your performance is outstanding every year. If we are giving outstanding performance every time why can't we have the recognition we deserve. We don't want bonus instead step increase if you are outstanding. We are dedicating our lives! to the institution, instead we get less every time. It feels like the budget is the only thing that matters not the lives of the employees.

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I needed flextime for health and family reasons.
When it was denied I simply suffered or took leave.

Currently, I often work through my lunch breaks to ensure all tasks are completed, but I realize that setting aside time for exercise is essential for maintaining my health and productivity in the long run. Having regular physical activity will help me manage stress and maintain focus throughout the day, ultimately enhancing my overall work performance.

// // Unfortunately our Flex time hours were reduced for no reason.

Flex Time obligates me to tutor students 0 hour or during lunch (or both) and allows me to leave earlier, however I have to have students, that does not seem to be the case of the other TL -- the great Chair's favorite who comes early -- to leave early -- and is not a lighted to have students.

Former ACADEMIC STAFF's

Responses to Flexime Questions

depends on the department. One place approved the request (I preferred to arrive earlier to avoid traffic in rush hour), and the second request was denied without a reason. The only reason given was that they do not allow flex time.

Maternity leave: flextime was partially granted for a short amount of time at first but when I requested an extension, it was denied without justification and no accommodation was provided or offered - very stressful situation to find a solution with my partner; it was a huge financial and emotional stress. The situation with that supervisor deteriorated so much that I had to apply to another position in another department within DLI.

A couple years later, when needing to move for family reasons, I asked for remote or hybrid work option but it was denied without explanation (interesting knowing that a few people over the years got it approved for similar responsibilities that were fully manageable remotely). I had to resign as management was unwilling to discuss any of the options I offered to keep working for DLI.

<p>I teach during lunch hour for 30 minutes and leave 30 minutes early because they say teachers must teach to leave 30 minutes early.</p>	<p>I (female) requested, was denied. My male counterpart requested, was approved. No alternative was presented, but I received a verbal apology about it when I retired. I still feel like suing for discrimination.</p>
<p>No I didn't request it. I don't want to decrease the lunch break. On the contrary, I need one hour and half for lunch --- if possible as my flex time. I need to relax as a break.</p>	<p>I never requested "flextime" as there were many opportunities on a daily, weekly, yearly basis to diversify tasks to enjoy job performance.</p>
<p>In my previous department, I was unable to utilize flextime because I never had the opportunity. However, since transferring to my new department, I have been approved for flextime. Given the stressful and competitive environment, I need this flexibility to work out and relieve pressure.</p>	<p>Yes, for work-life balance. Never approved.</p>
<p>I never requested such thing in fear of getting punishment</p>	<p>I didn't but it was not available in those time</p>
<p>Yes I need it to avoid traffic</p>	<p>Yes. I wanted to arrive and leave early because of traffic. Why most schools denied this is hard to understand. Everyone rushing for the gate at 4:45 sure caused a lot of stress.</p>

No did not request it. But I know some colleague who are new to the team requested it and did not get granted because they were told this privilege is only available to people who live far from work.

Never required

Not allowed. Even if applied, it will not be granted.

Yes, to teach Zero hour.

No

Never asked flextime.

Never

No, I didn't request.

I received flex time for working the Zero Hour.

My flextime was granted only for 0 hour lessons

Yes, to teach zero hours, yes

The only approved Flex Time given to me is for leaving 30 minutes early by cutting off my lunch hour time in half

I do not need flextime.

Start earlier for "zero" hour.

What is "flextime"? I never heard of that word even.

No, I haven't.

Yes

Never used it never knew about it when I needed it.

I did and was told it was meant only for people living farther than San Francisco

It should be an easy process for everyone to get flex based on her/his needs but it's not.

Yes, I requested flexi time. Sometimes it was approved, sometimes it was denied. I could not find any alternate solution and suffered in silence being in pain and contemplating suicide because of the pressure put on me.

Yes
It is offered recently and is granted
Yet I seldom use it due to the load of work
I have no need for Flex Time so I've never asked for it.
I have Flex Time only when I have 0 hour with students. No other occasions in our school
I was told that I cannot request Flex Time (except for teaching zero hour).
Denied or altered
No - what is this?
Never requested. Facility's open hours strict: 6:30-4. Not much option for flextime
No, 'cause I know they would be suppressive about and
No

Former FACULTY's

Responses to Flextime Questions

yes, getting my daughter to / from school
It was granted, but they constantly talked about changing it and created stress. The year I left (2022) I think it became more difficult
I did not.
Flex Time was denied at ft Bragg except for the LTD chief's click
NO
No
I was granted wellness time.
N/A
No, the chair is a bitch
I did not request flextime.
I've never heard of Flextime. No one told me and I never knew it was an option.

Is DLI an Institute (or a Consortium of Schools & Directorates) ?

If you carefully “eye-balled” the copious data collected via the survey's (open-ended) flextime question, you probably recognized (at least) three important -- no doubt significant - patterns:

- There seems to be no single criteria for awarding flextime;
- This chaotic situation has become the “norm” at DLI;
- Many DLI employees dread asking their supervisors for flextime.

(These results completely validate the inclusion of the four Flextime questions in our survey.)

The fact that different 1st- line supervisors apply different approval criteria to different applicants (within the same office, department, school or directorate) must surely create frustrating situations - possibly leading to high-conflict employee-employer relationships - as well as claims of unlawful discrimination - often for single-parents with young children, and participants in van-pools originating outside Monterey County, requiring synchronization of all passengers' their arrival/departure times, as well as ... newly arrived two-income households struggling to afford an apartment outside the (expensive) Monterey Peninsula - and who are attempting to lower their monthly expenses by sharing one car.

Strangely enough, there is an Army Regulation (AR 690-610) which clarifies the criteria for granting flextime, and which is attached to this newsletter.

There will be more to report regarding these issues in future newsletters. Union Newsletter #5, scheduled for distribution on 3 November 2024.

APRA-protocols Investigation update: ULP has been filed

The Union has filed a ULP (Unfair Labor Practice) complaint with the Federal Labor Relations Authority against the Agency for illegally withholding the information needed as proof that the APRA protocols violated the requirements of the Merit System Principles, 5 UCS 2301. (See email below and also Union newsletters 1, 2 and 3, available at our website: AFGE1263.org)

Date: Thu, Oct 10, 2024 at 7:42 AM
Subject: eOGC020273
To: <afge1263@gmail.com>



FLRA.gov
U.S. FEDERAL LABOR RELATIONS AUTHORITY

Please do not reply to this email as it is being sent from an auto-notification system that cannot accept incoming email.

You are receiving this email notification because you are identified as the Filing Representative in the following case that was approved for processing: Charge Against an Agency - eFiling No. eOGC020273.

This matter has been assigned the following Case Number: SF-CA-25-0003. The parties to this case will be sent notification by First Class mail confirming the Case Number and Case Caption, and setting forth the next steps for processing the case.

Questions concerning your filing may be directed to the Authority component that is responsible for this matter

Further updates to follow in Union newsletter #5, scheduled for distribution on 3 November 2024. **Until then - if you haven't submitted the results of your "APRA Scores Translation and Analysis Tool", please do so within the next two weeks to: APRA.protocols.2024@gmail.com**

Safety First -- but Health Always: guess what's next

(Following the Monterey Peninsula's brief, delayed-summer, comes its "rainy season".)

So, let's face it: on the Monterey Peninsula mold is a fact of life, as in any place with high humidity, which is critical for the growth of mold. Average year-round humidity in Monterey is about 70%, so mold really likes it here. Mold is a definite health hazard, and it should be taken seriously and promptly dealt with -- in a safe manner -- whenever discovered.

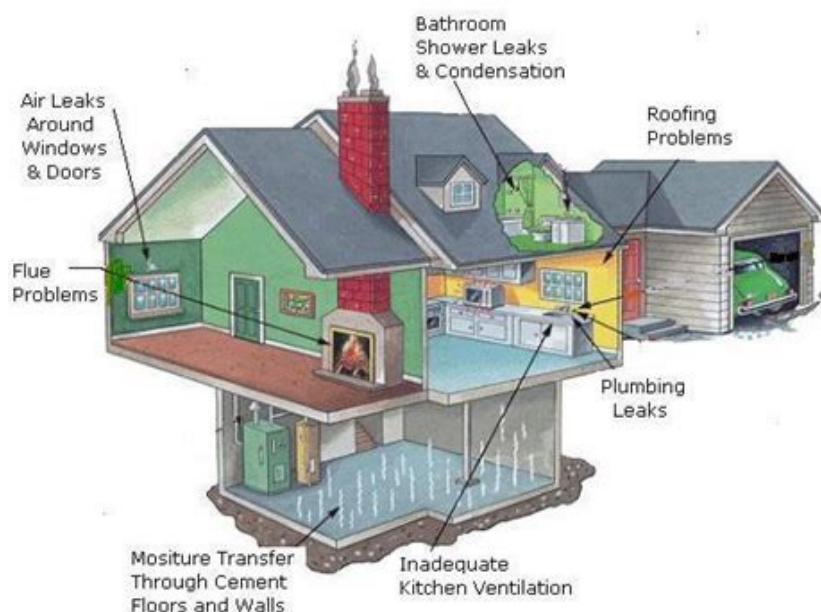
Moldy clothes can generally be taken care of by tossing them in a washing machine using hot water and bleach - color safe if necessary. Some materials with mold stains might need to be taken to a dry-cleaning service, and it would be best to consult one in such situations.

Moldy books, papers, and other similar items that have been 'infected' by mold are better discarded unless they are important, in which case professional assistance, which can be expensive, will be needed. Moldy paper smells musty and looks as if it is covered with pale greyish splotches. Such items can easily spread mold to other items, particularly when kept in bookcases or other confined spaces. More information on book/document conservation:

<https://cool.culturalheritage.org/byauth/nyberg/spore.html>

Mold is most likely to be found damper spaces; bathrooms, laundry rooms and other rooms where water use is more frequent. It will grow where there is poor air circulation, under carpets, throw rugs that are not regularly moved and aired out, behind picture frames, in the grout between tiling, in corners under sinks and other such places.

When mold is found it can often be removed with a strong detergent, water and a good scrubbing.



Clorine bleach and products containing bleaching agents should be used with care and proper safeguards -- following the manufacturer's instructions. Use rubber gloves and keep workspace well-ventilated whenever using bleaching agents -- as such chemicals are usually toxic.

And NEVER mix bleach with ammonia, because it creates a toxic gas that causes severe respiratory damage, unconsciousness and death.

(<https://sciencenotes.org/mixing-bleach-and-ammonia-heres-what-happens>)



Prevention is the best way to deal with mold – keep things dry, make sure air circulates freely and regularly move things such as throw rugs and other moisture trapping items around so that they stay as dry as possible. Severe mold infestation may require professional remediation.



Some links to websites with more information:

<https://www.cdc.gov/mold-health/about/clean-up.html>

Eight tips for mold clean up:

<https://www.cdc.gov/mold-health/media/pdfs/2024/03/mold-cleanup.pdf>

For Ft. Ord and La Mesa Renters Military Tenant Bill of Rights (pdf-download):

<https://media.defense.gov/2020/Feb/25/2002254968/-1/->

[1/1/MILITARY_HOUSING_PRIVATIZATION_INITIATIVE_TENANT_BILL_OF_RIGHTS.PDF](https://media.defense.gov/2020/Feb/25/2002254968/-1/-1/1/MILITARY_HOUSING_PRIVATIZATION_INITIATIVE_TENANT_BILL_OF_RIGHTS.PDF)

(Document is also **attached** to this Newsletter)

For California Renters

<https://www.cdph.ca.gov/Programs/cls/dehl/ehl/Pages/AQS/Mold.aspx#RentersMold>

Monterey County Arts & Culture Events

Local Peninsula Event Calendars (continually updated):

<https://www.seemonterey.com/events/>

<https://whatsupmonterey.com/events>

https://calendar.montereycountynow.com/calendars/all-events?proxy_host=calendar.montereycountynow.com&proxy_slug=monterey-county-weekly

Open Studios Art Tour



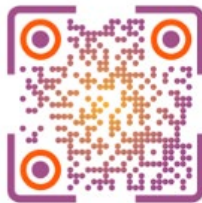
ARTISTS STUDIO TOUR
IS NOW



OPEN STUDIOS
Art Tour

A program of Arts Council for Monterey County

SCAN
ME



**EXPLORE
LOCAL ART!**

OCTOBER

12-13 & 19-20, 2024

SAT. & SUN. 11 AM - 5 PM

<https://arts4mc.org/open->

Carmel-by-the-Sea's 108th Birthday Party

<https://whatsupmonterey.com/events/community-events/carmel-by-the-sea-birthday-party-and-parade/2208>

Point Sur Light-station Halloween Tour

<https://whatsupmonterey.com/events/holiday-events/point-sur-lightstation-halloween-tour/3196>

Trick or Treating in Downtown Pacific Grove

<https://whatsupmonterey.com/events/holiday-events/trick-or-treating-in-downtown-pacific-grove/569>



3RD THURSDAY IN THE PARK
Devendorf Park Thursday, October 17, 4:00-7:00 pm

9TH ANNUAL PUMPKIN ROLL
Ocean Avenue, Saturday, October 26 11:00 am-1:00 pm

ANNUAL HALLOWEEN PARADE & TRICK OR TREATING
Ocean Avenue, Thursday, October 31, 4:30 pm

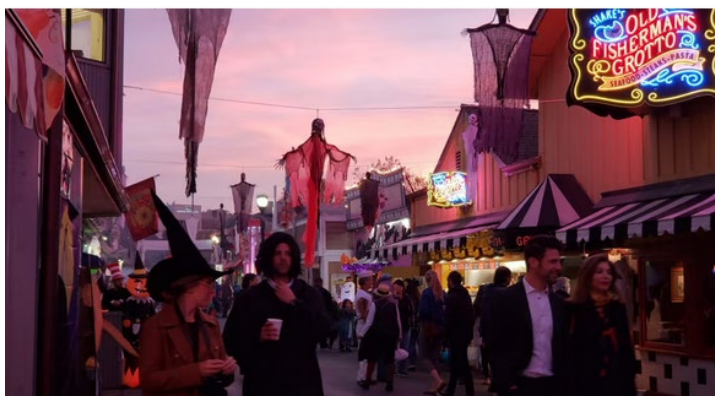
Halloween in Carmel
City of Carmel-by-the-Sea

Sat, Oct 26
11:00am - 1:00pm

<https://ci.carmel.ca.us/post/spooky-season-almost-here-0>

Join us for spooky season in Carmel-by-the-Sea!

FULL DESCRIPTION
Come check out the Halloween events in Carmel-by-the-Sea, 3rd Thursday in the Park, Thursday, October 17, 4:00-7:00 p.m., 9th Annual Pumpkin Roll on Ocean Avenue, Saturday, October 26, 11:00 a.m. - 1:00 p.m., and the City's Annual Halloween Parade & Trick or Treating, Thursday, October 31, 4:30 - 7:00 p.m.



6th Annual Halloween on the Wharf

Old Fisherman's Wharf

Thu, Oct 31
4:00pm - 7:00pm

<https://www.montereywharf.com/event/halloween-on-the-wharf/732.html>

There are other Halloween events scheduled both before -- and on 31 October-- (Consult the **event calendars, above.)**

Coming in your Union Newsletter # 5:

- Further data and analysis of the Union survey
- FEHB/FEDVIP open-season information: **11/11/2024**
- Plans for avoiding the loss of your “excess” leave
 - CONUS: > 240 hours
 - OCONUS: > 360 hours

AFGE Local 1263
Bldg. 272 (Lower PoM)
831-242-5187 (Union Cell)
AFGE1263@gmail.com

“Together we are stronger”



Attachments to Union Newsletter #4:

- AR 690-610, “Hours of Duty, Alternate Work Schedules, and Holidays”
- “Military Housing ... Tenant Bill of Rights”



Military Housing Privatization Initiative Tenant Bill of Rights

The Department of Defense is fully committed to ensuring that Military Housing Privatization Initiative (MHPI) housing projects provide our Nation's most valued resource—its military members and their families—safe, quality, and well-maintained housing where our members and their families want and choose to live.

The Department of Defense has issued all policy guidance necessary to implement prospectively all rights for military members and their families residing in privatized family and unaccompanied housing (Tenants) at all MHPI housing projects. However, as Congress recognized, retroactive application of the requirements at existing projects requires voluntary agreement by the respective MHPI company; the Department cannot unilaterally change the terms of the complex, public-private partnerships that established the MHPI housing projects. The Department of Defense has been seeking to secure voluntary agreements, and nearly all of the MHPI companies have agreed to implement all 18 Tenant rights at their existing projects. The Department will continue to pursue agreements not yet reached. Tenants should contact their installation housing office to confirm the rights fully available to them.

The following rights are effective on August 1, 2021:

1. The right to reside in a housing unit and a community that meets applicable health and environmental standards.
2. The right to reside in a housing unit that has working fixtures, appliances, and utilities and to reside in a community with well-maintained common areas and amenity spaces.
3. The right to be provided with a summary of the maintenance conducted with respect to a prospective housing unit by the landlord for the previous seven years, before signing a lease, and upon request, all information possessed by the landlord regarding such maintenance within two business days after making the request. Upon request, a current Tenant who did not receive maintenance information before signing a lease has the right to receive such information within five business days after making the request.
4. The right to a written lease with clearly defined rental terms to establish tenancy in a housing unit, including any addendums and other regulations imposed by the landlord regarding occupancy of the housing unit and use of common areas.
5. The right to a plain-language briefing, before signing a lease and 30 days after move-in, by the installation housing office on all rights and responsibilities associated with tenancy of the housing unit, including information regarding the existence of any additional fees authorized by the lease, any utilities payments, the procedures for submitting and tracking work orders, the identity of the Military Tenant Advocate, and the dispute resolution process.
6. The right to have sufficient time and opportunity to prepare and be present for move-in and move-out inspections, including an opportunity to obtain and complete necessary paperwork.
7. The right to report inadequate housing standards or deficits in habitability of the housing unit to the landlord, the chain of command, and housing management office without fear of reprisal or retaliation, including reprisal or retaliation in the following forms: (A) unlawful recovery of, or attempt to recover, possession of the housing unit; (B) unlawfully increasing the rent, decreasing services, or increasing the obligations of a Tenant; (C) interference with a Tenant's right to

privacy; (D) harassment of a Tenant; (E) refusal to honor the terms of the lease; or (F) interference with the career of a Tenant.

8. The right of access to a Military Tenant Advocate through the housing management office of the installation of the Department at which the housing unit is located or a military legal assistance attorney to assist in the preparation of requests to initiate dispute resolution.
9. The right to receive property management services provided by a landlord that meet or exceed industry standards and that are performed by professionally and appropriately trained, responsive, and courteous customer service and maintenance staff.
10. The right to have multiple, convenient methods to communicate directly with the landlord maintenance staff, and to receive consistently honest, accurate, straightforward, and responsive communications.
11. The right to have access to an electronic work order system through which a Tenant may request maintenance or repairs of a housing unit and track the progress of the work.
12. With respect to maintenance and repairs to a housing unit, the right to the following: (A) prompt and professional maintenance and repair; (B) to be informed of the required time frame for maintenance or repairs when a maintenance request is submitted; and (C) in the case of maintenance or repairs necessary to ensure habitability of a housing unit, to prompt relocation into suitable lodging or other housing at no cost to the Tenant until the maintenance or repairs are completed.
13. The right to receive advice from military legal assistance on procedures involving mechanisms for resolving disputes with the property management company or property manager to include mediation, arbitration, and filing claims against a landlord.
14. The right to enter into a standardized, formal dispute resolution process, should all other methods be exhausted, to ensure the prompt and fair resolution of disputes that arise between landlords and Tenants concerning maintenance and repairs, damage claims, rental payments, move-out charges, and such other issues relating to housing units. The dispute resolution process shall contain the following elements: installation or regional commander as deciding authority; a process for withholding allotment of rental payments; standard mechanisms and forms for requesting dispute resolution; minimal costs to Tenants for participation; a completed investigation within seven days; and except in limited circumstances, a decision within 30 days and in no event longer than 60 days. A decision in favor of the Tenant may include a reduction in rent or an amount to be reimbursed or credited to the Tenant.
15. The right to have the Tenant's basic allowance housing payments segregated, with approval of a designated commander, and not used by the property owner, property manager, or landlord pending completion of the dispute resolution process.
16. The right to have reasonable, advance notice of any entrance by a landlord, installation housing staff, or chain of command into the housing unit, except in the case of an emergency or abandonment of the housing unit.
17. The right to not pay non-refundable fees or have application of rent credits arbitrarily held.
18. The right to expect common documents, forms, and processes for housing units will be the same for all installations of the Department, to the maximum extent applicable without violating local, State, and Federal regulations.

Tenants seeking assistance with housing issues should continue to engage their installation housing office, installation leadership, or chain of command.