



DEPARTMENT OF THE NAVY  
NAVAL TRAINING CENTER  
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GREAT LAKES, ILLINOIS 60088-2845

NTCGLAKESINST 11101.1  
N5A  
JAN 04 2000

NTC GREAT LAKES (COMPLEX) INSTRUCTION 11101.1

From: Commander, Naval Training Center, Great Lakes

Subj: NAVY HOUSING REFERRAL SERVICES

Ref: (a) P-930, Navy Family Housing Manual  
(b) OPNAVINST 11101.21D  
(c) OPNAVINST 5354.1D  
(d) OPNAVINST 1740.3

1. Purpose. To implement the policies and guidelines of references (a), (b), (c), and (d) and establish procedures regarding operation of the Naval Training Center (NTC), Housing Referral Services.

2. Cancellation. PWCGLAKESINST 11101.6D.

3. Scope. This instruction applies to the administration of all Housing Referral Services under the purview of the Commander, NTC, Great Lakes, to include the geographic areas of Fort Sheridan and Glenview, Illinois, for which this command has been assigned operation and management control responsibilities.

4. Policies

a. It is the policy of the Department of the Navy to provide personalized Housing Referral Services to assist Department of Defense (DOD) personnel and their family members in locating suitable nondiscriminatory housing in the civilian community, regardless of grade, years of service, or marital status.

b. To conduct all housing activities in a manner which is free from discrimination and in a manner which provides equal opportunity and treatment for all DOD personnel and their family members, regardless of their race, color, creed, religion, national origin, or sex.

JAN 04 2000

c. To rely on the local civilian communities within commuting distance of Great Lakes, Fort Sheridan, and Glenview as the primary source of housing for DOD personnel.

## 5. Objectives

a. The objectives of the Navy Housing Referral Services are to provide DOD personnel and their family members with a personalized and conveniently available service to assist them in locating suitable nondiscriminatory off-base housing.

b. To ensure DOD personnel and their family members are quickly, suitably, and economically housed in reasonable proximity to their duty station.

c. To provide civilian employees of DOD who are transferred from one place of residence to another because of job requirements, or recruited for job opportunities away from their current place of residence, with an offer of the same services and assistance that military personnel receive.

d. The Navy Housing Referral Services does not intrude on the privacy of any individual in the normal relationship with real estate brokers, rental agents, sales agents, etc. However, if assistance is required or requested, the Navy Housing Referral Services is the official point of contact.

e. Assist in the implementation, operation, and maintenance of the Private Public Venture (PPV) Program and/or the Rental Partnership Program (RPP) as approved and authorized by command officials.

## 6. Responsibility

a. Commanding Officers of all ships and stations having supporting personnel who plan to live in the civilian community are charged with responsibilities listed in paragraph 12.d.1 of reference (b). Reference (b) directs commanding officers to make the Navy Housing Referral Services a MANDATORY check-in point for all military personnel (married or single) prior to negotiating any agreement for off-base housing. No exceptions to this policy are authorized.

JAN 04 2000

b. The NTC Assistant Chief of Staff for Housing, as Housing Authority, fully supports the concepts of the Equal Opportunity Program and the Navy Housing Referral Services Program. The responsibilities assigned by reference (b) to commanding officers of all ships and stations merit command attention and should be personally reviewed.

## 7. Action

a. Individual commands are requested to establish procedures whereby ALL assigned DOD personnel are directed to report and be processed through the Navy Housing Referral Services prior to the execution of a commitment for obtaining private off-base housing.

b. The Navy Housing Referral Services is established and operated in accordance with reference (b), and will:

(1) Obtain the maximum number of nondiscriminatory rental and sales listings of housing units in the civilian community within commuting distance of the installation. All property submitted for listing will be inspected based on environmental conditions, including health and safety consideration.

(2) Maintain listings, as applicable, of housing against which restrictive sanctions have been imposed by competent authority.

(3) Maintain liaison with all local/tenant commands to ensure all incoming personnel obtain housing information prior to seeking housing in the civilian community. Provide housing information to applicants and family members of all components of DOD.

(4) Counsel all applicants concerning Executive Order 11063, Equal Opportunity in Housing, with particular emphasis on the obligation of applicants and their family members to immediately report any indication of discrimination in their search for off-base housing. Report to the appropriate command officials any unresolved incident(s) and request assistance in obtaining a satisfactory solution.

NTCGLAKESINST 11101.1

JAN 04 2000

(5) Conduct preliminary validation inquiry into housing discrimination complaints and report all circumstances to the appropriate command official for further investigation, if appropriate, in accordance with reference (c).

(6) Counsel all personnel processed through the Navy Housing Referral Services concerning standards of conduct and responsibilities of tenants, and advise them of availability of assistance in resolving disputes between landlord and tenant.

(7) Maintain continuous liaison with the real estate interests of the civilian community to advise of military housing needs, obtain listings of available units, provide facilitation in resolving landlord/military tenant disputes, and encourage open housing for military personnel and their families.

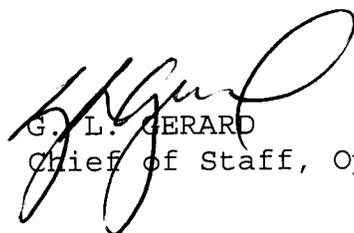
(8) Research and maintain accurate housing activity and services available in the civilian community to include current rentals, sales policies, practices, and costs, and provide such information to interested personnel.

(9) Assist, as required, in assuring that only nondiscriminatory advertisements of rental or sale housing units appear in media under control of the command.

(10) Exchange housing listings and data with other Housing Referral Services as appropriate.

(11) Notify applicants of any units or landlords under restrictive sanctions.

(12) Maintain data and submit reports, as required, regarding progress in obtaining listings, referrals, and placements made, or related matters.

  
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Chief of Staff, Operations

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