

Utility Allowance Town Hall Q&A
Monday, March 30, 2026

Q: With the changes mentioned in a previous email, does this mean that everyone will see all of their BAH taken regardless of the home they're in?

The condition of a lot of these home are not up to par and the amount of work orders that are regularly put in is far more than what should need done, especially when it takes 4-6 months for 1 small fix. If the whole BAH is going to be taken, plus now utilities being added, then there NEEDS to be mass updates to all homes to offset the pest, mold, HVAC, plumbing, windows, doors, flooding and other issues that we are continually dealing with as a community. A "bandaid" is often times put in place until a major event happens that displaces us from our homes and damages our personal property and puts the health of our families at risk. These places don't even feel like "home" to a lot of us because there is no getting comfortable as always on edge with what the next problem is or where the next big is going to pop up.

A: No. These changes do not mean that everyone will have all of their BAH taken. If you live in a market rent home, you will continue to pay the market-rate rent price rather than having your full BAH applied.

Community reinvestment projects are focused primarily on energy-efficient home upgrades that improve comfort, reduce utility costs, and support long-term sustainability across the community. In addition to home-focused improvements, the program also supports resident amenities and infrastructure upgrades.

Each year, projects are proposed and finalized in partnership with the command to ensure funding is directed toward the most essential needs of our residents.

Q: If I bank credits, can they be applied to move-out charges/cashed out upon move out, even if it's less than \$50

A: Currently, at move out, any utility credits banked will be paid out directly to the resident and will not apply to any other outstanding balances.

Q: How does the \$50 threshold work?

A: If a resident's usage is above the baseline, the resident will accrue a charge. If the charge is less than \$50, the resident will have no action to take on their bill. If the charged amount is greater than \$50, the resident will be required to pay their bill. Similar if the resident accrues a credit because the usage is below the baseline, if the credit amount is less than \$50, the resident will NOT be issued a rebate. The credit will be banked until it exceeds \$50. If the accrued amount is greater than \$50 and the resident has elected "Electronic Refund" the resident will be issued a rebate in that bill period.

To receive your rebate, update your Utility Billing Preferences in your Hunt Resident Portal and add the banking information for the checking or savings account you want to use. If you add or update your banking details after you've already reached the \$50 mark, your rebate will be issued at the end of the following billing cycle.