

AMCC Hurricane Recovery - Frequently Asked Questions (1/29/19 Update- see updates in red)

- 1. I received my home categorization, but what should I expect next?**
All residents have been advised of their category of damage either by letter, e-mail or phone call. If you feel that the designated category of damage is in error, individual appointments are available to assess the home. Appointments can be made via phone at (866) 687-9862 or online at www.cp.atlanticmcc.com/project-restore to meet with a construction expert and a member of our property management team. As a reminder, we will be in touch 30 days prior to the commencement of repairs regarding next steps.
- 2. Will AMCC allow me to relocate to another AMCC home if my home is damaged?**
AMCC will assist residents in finding alternative housing on a case-by-case basis, as deemed necessary. If you are required to relocate for repairs to your home, our priority is to permanently reassign you to another AMCC home. Should a resident prefer to temporarily relocate and move back into their home following repairs, we will work with those individuals on case-by-case basis.
- 3. I was scheduled to PCS, but my move has been delayed. Can I remain in my home until the movers are able to accommodate me?**
Yes, you may remain in your home if your move is delayed. If your home is scheduled for repair and move out is necessary to perform those repairs, we will delay that work until your PCS occurs. Please keep AMCC informed of any changes to your move-out as planned.
- 4. What if I want to break my lease and move-out following Hurricane Florence?**
If you choose to relocate from your AMCC home due to damage sustained from Hurricane Florence, AMCC will not charge you a lease termination fee and your rent will be prorated on the day you elect to move-out. While we would not like to lose you as a resident, we understand housing is a choice. We can offer alternative options to relocate to another permanent AMCC address in most cases. Please keep us informed prior to any final decision.
- 5. What if I was scheduled to move into an AMCC North Carolina Community when Hurricane Florence hit? What do I need to do to reschedule my move-in?**
Due to the immense amount of damage from Hurricane Florence, AMCC is unable to assign inbound service members to a home at this time. Our hope is to again be able to assign homes to our inbound families as soon as it is possible. Should you have questions, please contact our leasing team at (888) 883-0980.

6. How will AMCC communicate with my family?

AMCC utilizes email blasts, [Facebook](#), phone and our [website](#) to disseminate important updates to our residents. We have also recently mailed important personalized home repair and appointment option information to over 1,100 addresses. For the most up to date information, please visit our [“Hurricane Help”](#) page.

Note: It is important to ensure your email and phone number are updated at your [community office](#). If you are not receiving communication, please check with your [community office](#) to ensure your contact information is current and up to date.

7. How do I know if I am eligible to receive a rent rebate or not? Where do I pick up my rent rebate check?

A rent rebate is provided to those residents in category 2 or higher-level storm damaged homes. Residents who are eligible for the rent rebate are notified each month via e-mail. Once repairs are complete in the home, the rent rebate will cease.

***Beginning in February, for convenience, checks will be mailed directly to eligible residents. Residents will still receive email notification each month as a reminder.*

For any residents who feel they should be receiving a rent rebate, we encourage them to call the Customer Care phone line (866) 687-9862 or [click here](#) to schedule an individual appointment to have their home assessed.

8. What do I do if I receive damage to the tires on my vehicle due to the construction work taking place here at AMCC?

We understand that due to the volume of construction work and movement through neighborhoods, it is possible you may incur tire damage due to roofing nails or other construction activity. We are happy to address this and compensate for repairs, if deemed necessary. Please be sure to document the damage and contact your [community office](#) as soon as possible should this occur.

9. How will I know when repairs are complete on my home?

Once repairs conclude on your home, you will receive a letter via email notifying you of completion.

Note: If you had to be temporarily relocated during repairs, you will also receive information within the completion email and by phone regarding next steps for moving back into your home.

Important Reminders:

1. **Voicemail:** Please ensure your voicemail is set up and not full so that we may leave a message as necessary regarding updates on the status of your home.



Is your voicemail set up? Is it full?

A member of our team will be calling to provide updates on your home and may need to leave a message. Thank you for your assistance.

2. **Contact Information:** We want to confirm your current contact information is on file to ensure status updates regarding your home are being relayed efficiently. If you haven't already confirmed your contact information with an AMCC employee, please contact your [community office](#) to provide your current phone number and email, and we will have it updated.



Do we have your current contact information?

Please send your name, address, phone number, and email to CLhomes@atlanticmcc.com for Camp Lejeune residents or CPhomes@atlanticmcc.com for Cherry Point residents and we will get it updated.

We thank you for your patience and cooperation and for your resilience as we work to restore our community.