

## Automated Housing Referral Network (AHRN) Frequently Asked Questions

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**As of 31 December 2013, the Automated Housing Referral Network (AHRN) contract will expire and will not be renewed. AHRN will continue to operate as a commercial resource but will no longer be sponsored by DoD or the Coast Guard.**

**This change will not interrupt or change the housing program's commitment to providing housing referral assistance to members and their families. Housing Offices will continue to work with local property managers and commercial listing resources to provide a screened listing of adequate and affordable rental housing within a reasonable commute of your duty station.**

### *Below is a list of Frequently Asked Questions*

#### ***Q#1. Why is DoD and the Coast Guard no longer sponsoring AHRN?***

A. The contract was originally developed by OSD and currently administered by the Navy. A determination has been made that AHRN does not meet the DoD information assurance requirements and as such, cannot continue to be sponsored. The contract will expire 31 December 2013 and will not be renewed. This is not a cost savings measure.

#### ***Q#2. When is another online solution expected?***

A. We are working with the Navy to develop a long term replacement to AHRN and hope to have something in place by mid-2014. A short term limited solution will be available mid-Feb.

#### ***Q#3. Will AHRN be available for use after the contract expires?***

A. AHRN will continue beyond the contract expiration, functioning as a commercial website without DOD or Coast Guard sponsorship. Members and property managers who choose to use AHRN after the contract expiration will be required to review and accept updated user agreements.

#### ***Q#4. What resources will be available for members to locate community housing?***

A. Members can contact their housing office for information on available rental properties in the local community. Housing Offices will continue to offer complete and individualized referral and relocation assistance. As an option, members can use commercial home-finding services as they do today. You can continue to take advantage of AHRN and the many commercially available websites such as Rent.com, Military By Owner, hotpads.com, etc.

#### ***Q#5. How can property managers still market available housing listings through the government after 31 December 2013?***

A. Property managers can market listings via the local housing office. They should contact the housing office directly to provide a new listing or update an existing listing.

#### ***Q#6. What should I do with all the AHRN marketing material at my command?***

A: You should no longer use or distribute any AHRN marketing material that contains the DoD-sponsorship statements on them. AHRN will reprint the support materials to remove the statements. Those materials will be available after January 1, 2014.

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***Q.#7 Should I remove all references to AHRN in my unit's welcome aboard message, CG Portal Site, etc?***

A. You may list AHRN as a relocation resource much like Rent.com, hotpads.com or any other commercial resource but you should remove references to AHRN as a CG sponsored resource.

***Q#8: Can I still use AHRN to find housing?***

A. AHRN is expected to operate beyond 31 December 2013, but will no longer be DOD or Coast Guard sponsored.

***Q#9: Will property managers have to pay to keep listings on AHRN after 31 December 2013?***

A. It is unknown at this time how AHRN will be managed. Recommend property managers review the updated user agreement for the terms and conditions in using the site.

***Q #10. As a registered member in AHRN, what will happen to my account information?***

A. Your account will continue to exist in AHRN unless you take action to remove it. We encourage all registered members to sign into AHRN after 1 January 2014 and read the new user agreement.

***Q#11. Will members have to pay to use AHRN after 31 December 2013?***

A. It is unknown at this time how AHRN will be managed. Recommend members review the updated user agreement for the terms and conditions in using the site.

***Q#12: Do I need to worry about my personal information in AHRN?***

A. AHRN will no longer be DOD or Coast Guard sponsored or funded and the use agreements will be updated to reflect this change. You are encouraged to sign into your account after 1 Jan 2014 and read the new user agreement.

***Q#13: After 31 Dec 2013, will the Coast Guard housing offices no longer help me find housing?***

A. Coast Guard housing referral services are not changing. Where government housing is not available, we will continue to meet the needs of our service members by providing a screened listing of adequate and affordable rental units within a reasonable commute of your duty station.