



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS, JOINT BASE ELMENDORF-RICHARDSON  
JOINT BASE ELMENDORF-RICHARDSON, ALASKA

24 February 2025

MEMORANDUM FOR ALL INBOUND JBER PERSONNEL

FROM: JBER Installation Command Team

SUBJECT: JBER Welcome Letter

Congratulations on your assignment to Joint Base Elmendorf-Richardson (JBER); on behalf of the team, we're thrilled to welcome you and your family to our community! From majestic mountains to icy seas, Alaska offers breathtaking natural beauty, unequaled recreational opportunities, and a distinct cultural identity. Our base – your new home – stretches along the entire northern border of Anchorage, Alaska's largest city...which you'll find offers a familiar mix of urban amenities and small-town charm with a *very* military-friendly population.

JBER is huge – over 75,000 acres! – and home to over 55 major mission partners. As a member of a team of over 42,000 Arctic Warriors, civilians, and family members, you'll be part of a dynamic community uniquely focused on our nation's defense. If you're not a part of the 673d Air Base Wing, your own unit will provide you its specific mission and vision...but as the supporting Wing for all of JBER, we and *our* team are committed every day to helping you and yours **Project Forces, Protect the Homeland, and Empower the Joint Base.**

If you're anywhere but already in Alaska, I know it's a daunting move. We're working to ensure everyone has a sponsor and clear information well before their PCS, but if you're struggling, go here first: <https://www.jber.jb.mil/Getting-Settled/Newcomers/>. Chief, Sergeant Major & I's intent is always that you arrive excited, informed, and ready: ready to get to work, and ready to explore your new surroundings and take advantage of the many activities available in gorgeous Alaska. We are excited to have you join our team and hope this assignment will be full of rewarding experiences for you and your family!

LISA M. MABBUTT  
Colonel, USAF  
Commander

JOSHUA K. MCCOMAS  
SGM, USA  
Sergeant Major

MICHAEL H. SYLVESTER  
CMSgt, USAF  
Command Chief

*Cavete Ursum Arcticum – Beware the Arctic Bear!*

## Lodging

Lodging is conveniently located on JBER. Make reservations as soon as you receive notification of PCS by calling (907) 552-2454 or visiting [www.jberlife.com/lodging](http://www.jberlife.com/lodging).

## JBER Military Housing Office (MHO) Programs

- Visit the MHO within 2 duty days of arrival for an in-processing brief. *This is required for all Service members who are not residing in the dorms/barracks.*
  - ❖ 6346 Arctic Warrior Dr, JBER-E
    - 0730-1600 M-F; 0900-1600 1st & 3rd Thursdays
  - ❖ 600 Richardson Dr, JBER-R
    - 0800-1630 M-F; 0900-1630 1st & 3rd Thursdays
  - ❖ Phone: 907-551-4439
  - ❖ Email: [673ces.ceh@us.af.mil](mailto:673ces.ceh@us.af.mil)
- Visit [www.homes.mil/heat](http://www.homes.mil/heat) to apply for on-base housing through Aurora Military Housing.
- Temporary Lodging Allowance (TLA) – Refer to FMR Vol 7A, Ch 68, Para. 4.0 & JBERI32-6000
  - TLA is a financial allowance that is intended to partially pay a Service member for higher-than-normal expenses incurred by a Service member or dependent while occupying temporary lodging OCONUS.
  - TLA claims must be submitted after every 15 nights of lodging and may not exceed 45 nights. All eligibility requirements must be met, to include providing documentation of aggressive house hunting (minimum of one home viewing per day).
  - TLA ends the night prior to accepting keys/date of occupancy.
  - *Army members must first sign in to Reception (Bldg 55) to start TLA authorization.*
- Furnishings Management
  - Temporary loaner furniture is available to members in PCS status for up to 90 days.
  - 48 hour notice is required for delivery or pickup of furniture.
  - Cannot schedule loaner furniture delivery/pickup for same day as HHG delivery/pickup.
- Rental Partnership Program (RPP)
  - The MHO has partnered with local landlords and entered into agreements to offer Service members rental properties with the following *typical* benefits:
    - Monthly discounted rent
    - No/reduced application fee
    - Waived/partially waived security deposit dependent
    - Pay by allotment
- Volunteer Realtor Program
  - MHO has partnered with the Anchorage Board of Realtors to improve the housing education and awareness to the military families stationed in the Anchorage area. The realtors provide rental, sales, and statistical information from the Anchorage Multiple Listings Service.
    - On-site realtor daily from 1100-1400 at JBER-E location.
    - Weekly home buyer seminar every Wednesday at 1300 at JBER-E location.
  - Contact the MHO to reserve a spot!



## Aurora Military Housing

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Aurora Military Housing (AMH) owns the on-base family housing and is responsible for constructing and managing the community. Aurora Housing has 19 distinctive neighborhoods throughout JBER

- Unaccompanied Availability
  - On-base family housing offered to unaccompanied military based on occupancy rates
  - Rent rates determined by AMH/BAH
  - Roommate Program
- Aurora Office Hours
  - Elmendorf (Main) - Bldg. 6350 Arctic Warrior Dr.,
    - Monday through Friday: 0900 – 1700
  - Richardson - Bldg. 338 Hoonah Ave.,
    - Monday through Friday: 1000 – 1300
- Contact
  - 907-753-1023
  - [AMHManagementTeam@JLProperties.com](mailto:AMHManagementTeam@JLProperties.com)
  - [www.AuroraMilitaryHousing.com](http://www.AuroraMilitaryHousing.com)
- Pets on Post: Some breeds are not allowed on the installation. Visit <https://www.auroramilitaryhousing.com/residents/pets/>.

## Traffic Management

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- Household Goods Delivery Information
    - Contact your Transportation Service Provider (TSP) directly to provide updated contact and delivery information
    - Contact Quality Assurance if you have problems or need assistance during your delivery
- Email: [QA.JPPSO@us.af.mil](mailto:QA.JPPSO@us.af.mil)  
Phone: 907-552-4002  
907-229-7022/907-229-4482
- *Claims*
    - The Notice of Loss and Damage Form must be filed in DPS through [www.move.mil](http://www.move.mil) or with your TSP NLT 75 days after the date your household goods are delivered.
    - Your Actual Claim must be filed in DPS within 9 months after delivery to receive Full- Replacement-Value (FRV)
  - Personally Procured Move (PPMs) a.k.a DITY move required documents to be emailed to [edftravel@us.af.mil](mailto:edftravel@us.af.mil).
    - Orders
    - Weight Tickets
    - DD 2278 Application For Do It Yourself Move and Counseling Checklist



- POVs are picked up directly at the Anchorage VPC, (907) 277-1020, located at 300 LaTouche St, Anchorage, 0800 – 1600 hrs Monday – Friday.
  - Estimated shipping time is 90 OCONUS and 30 days CONUS.
  - Inspection form required for pick up.
  - For more info: [www.PCSmyPOV.com](http://www.PCSmyPOV.com)

Travel Center, Bldg 8517 Rm 247 (JBER-Elmendorf) Hours – 0800-1600 Mon-Fri Phone – 907-552-1793/1797/1798/5242	Travel Center, Bldg 600 Rm 145B (JBER-Richardson) Hours – 0800-1600 Mon-Fri Phone – 907-384-1813/1814/1831/1763
Email: <a href="mailto:edftravel@us.af.mil">edftravel@us.af.mil</a>	