



Military & Family Support Center

Joint Base Pearl Harbor-Hickam

www.greatlifehawaii.com

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"Joint Base Pearl Harbor-Hickam Military Family Support Center"



Relocation Assistance Program

Planning Your Move: Military One Source provides service members and their families with access to information about their entitlements and benefits, points of contact, checklists, planning tools, and information on education and employment. Plan My Move will put you and your family in charge of your next move and smooth relocation experience: <http://www.militaryonesource.mil/moving> Looking for information and points of contact at your new base? Updated four times a year, it's all right here on: www.militaryinstallations.dod.mil

Household Goods: The Joint Personal Property Shipping Office (JPPSO) is responsible for all inbound & outbound shipments. All members are required to go online to: www.move.mil and update their address and delivery information as soon as they arrive on base. This website provides the status of shipments and allows users to schedule shipment for delivery when housing is obtained.

If you will complete a **Personally Procured Move (PPM)**, also known as a "DITY" move, contact JPPSO at (808) 473-7782.

Local Support: Prior to leaving your base check out your local Navy Fleet and Family Support Center (FFSC) or Air Force Airman & Family Readiness Center (AFRC) they offer info and referral resources! Call us, we'll help you find what you are looking for!

Sponsorship: All newcomers should be assigned a sponsor. If you have not been contacted by your sponsor, call your command/unit or MFSC to assist!

Arrival: In Hawaii you must be 21 yrs or older to rent a car. The airport is about 3 miles from the base. Taxis are available at the airport to take you to the main gate of either Pearl Harbor or Hickam. The only commercial company that has access on to the base is "**The Cab**" (800) 422-2222.

Shuttle services are not available, but you may take the "The Bus" to the base. There is an additional cost for luggage.

In-processing:

Navy: Must in-process at PSD.
Call (808) 471-2405 x5202
4827 Bougainville Drive, Honolulu

Air Force: Must in-process though MPF.
Call (808) 449-8624 or email:
647fss.fsmps@us.af.mil
75 A St. Bldg 1073, Hickam AFB, Honolulu

Lodging: Both Navy and Air Force may make reservations at either service's on-base lodging facilities. If you wish to stay off base or there is no availability on base, you must obtain a non-availability letter from lodging. Check out the list of TLA approved and **pet friendly** hotels here: [TLA Hotels Oahu](#) Please do not rely on word of mouth – get the facts!

Navy: 1-800-NAVY-INN (808) 440-2290
Air Force: Royal Alakai 24 hr reservations:
(808)448-5974/5975/5400
or (888)235-6343

The [Army MWR Kennels](#) can board pets, however, space may be limited. Call: (808) 368-3456 for more info and pricing.



Barracks/Dormitory: If you will be residing in a barracks or dormitory room coordinate with your sponsor. Instructions vary between commands/units

Housing/TLA: All personnel, other than barracks/dormitory residents, must report to their respective Housing Services Center (HSC) within 72 hours of arrival to start their Temporary Lodging Allowance (TLA). The HSCs are also a great place to get info about off base housing!

Navy: (808) 474 - 1820/1821
4825 Bougainville Drive, Honolulu
7:00 am - 4:30 pm Mon-Fri

Air Force: (808) 448-6888/6887
200 Kokomalei St, Honolulu
8:00 am – 5:00 pm Mon-Fri

Both Navy and Air Force on base housing is privatized. There is a limit of two pets in all privatized housing. Appliances are provided in each home. Navy personnel may apply for housing with the Air Force and vice versa. You will see several of the military services living in the same communities on both bases. It is important to know that you should first apply at your respective service's housing office before you apply at another office.

Living off Base: Automated Housing Referral Network (AHRN) www.ahrn.com is a very popular website sponsored by the Department of Defense. It was designed to improve the process of connecting military members and their families with available housing in the civilian community.

Furniture: While awaiting the arrival of household goods, you may be authorized temporary loaner furniture. This applies to both military and DoD civilians who are authorized household goods shipment. Arrangements should be made 3 business days prior to move-in date.

Navy: Aloha Furniture at the Housing Service Center: (808) 474-1820/1821

Air Force: Tunista Furniture, located near the back (Kuntz) Gate: (808) 448-0300

Loan Closet: Might be waiting on your household goods to arrive? Don't buy new when you can borrow! All service members are welcomed to take part of this service! Household items include:

- Pots/pans/dishes
- Car seats/high chairs
- Vacuums & small appliances

Mon-Fri: 7:30 am - 4:00 pm
655 Vickers Ave Bldg 1105, Honolulu
For more info call: (808) 449-0319

Sailors Attic: Open to all uniformed service members in ranks E-5 and below to include their family members. Gently used and new items. Building 1514. Use Makalapa Gate. Located across parking lot from clinic. **Fri & Sat 10:00 am - 12:00 pm** (808) 473-0139 / jbphomb@yahoo.com

Airman's Attic: Serves Airmen E-6 and below, Navy E-5 and below. Gently used or new items will help Airmen set up their home. Bldg 1723 near Kuntz Gate. Tue & Thur 10:00 am-1:00 pm. 3rd Wed 5:00 pm-7:00 pm, 2nd Sat 10:00 am-noon. (808) 449-5677 or look up on **Facebook!**

Must Know Info: Cell phone use, including hands-free devices, is not permitted in HI or authorized when driving vehicles on base. First on-base offense is 30-day suspension of base driving privileges. Furthermore, Hawaii state law requires ALL passengers in both front and back seats to wear seatbelts. First offense is a \$92 fine.

Privately Owned Vehicles (POV): Military members are authorized to ship only one POV at government expense. Once you arrive on island call the Vehicle Processing Center to arrange for pick up.

Matson-Honolulu Terminal
Sand Island Parkway
Pier 51-B Honolulu, HI 96820
(800) 896-7745 or (808) 848-8383

Track your POV on: WhereIsMyPOV.com

POV Registration: Newcomers must register their POV with the Hawaii Department of Motor Vehicle Registration (MVR) within 30 days of arrival. Please visit the *official* website for more information and required documents. www1.honolulu.gov/csd/vehicle/mvinformation.htm

Pets/Quarantine: All dogs and cats must go through quarantine. Pets may be eligible for 30 day, 5 day or direct release from the airport if requirements are met. Otherwise, pets will be quarantined for 120 days upon arrival. It's *never* too soon to start the quarantine process at home!!! Department of Agriculture website: hdoa.hawaii.gov/ai/files/2013/01/aqsbrochure.pdf

Base Access: As of 1 April 2013 both Navy and Air Force no longer require DD Form 2220 (base decals) to enter the installation. Government issued ID cards are sufficient. If you have any questions please visit the Visitor Center Bldg 3455 just outside the Pearl Harbor Main (Nimitz) Gate.

Mon - Fri 8:30 am – 4:00 pm
(808) 471-3627 or call (808) 471-2131

Outside of normal duty hours go to the Visitor Center at Hickam Main Gate.

*The only military base on the island still requiring DD Form 2220 (base decal) is Marine Corps Base Hawaii at Kaneohe.

Post Office/Mail: Navy & Air Force, upon receipt of orders you can request a general delivery address.

Email your request with copy of orders to: dorothy.brownlow.ctr@navy.mil or call (808) 449-9480 for more info.

Sailor/Airman's Name
General Delivery
90 McChord St Unit 5000
Hickam AFB, HI 96853

Mon - Fri
10:00 am-11:00 am and 3:00 pm-6:00 pm

Navy personnel may choose to have mail forwarded to gaining Command. Please check with your sponsor for procedures.



MFSC Pearl Harbor
4827 Bougainville Drive
Honolulu, HI 96818
808.474.1999

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(MFSC)**

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MFSC Hawaii@navy.mil
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MFSC Hickam
655 Vickers Ave
JBPHH, Honolulu, HI 96853
808.449.0300

MFSC Wahiawa Annex
500 Center St. Bldg 392
Wahiawa, HI 96786
808.474.1999