

## Frequently Asked Questions

[Is there a minimum length of stay?](#) No. Our average length of stay is between 3 and 6 months, but we have had folks stay a year and more. Depending on availability, we will entertain any length of stay. However, if there are two people vying for one opening, preference would go to the longer length of stay.

[Would I be close to the base?](#) Yes, the houses are between 4 & 5 miles from the base.

[How much does it cost?](#) The rate is equal to the local per diem. Call for current rates.

[What do I get for the money I pay?](#) You will get a single family home or duplex, completely furnished with all utilities included. Utilities include electric, gas, water/sewer, trash pickup, phone (free long distance), extended cable and high speed internet. Towels, sheets, dishes, pans etc. are provided as well as a garage, washer/dryer, gas grill and patio furniture.

[Do I have to mow the lawn?](#) Some tenants enjoy mowing the lawn, but for those that don't, lawn care is included.

[Will I incur any additional costs?](#) There are no additional costs – the per diem rate covers all costs.

[How does payment work?](#) The payment procedure varies depending on your status. For non-TDY customers, payment is due at the beginning of each week/month in the form of cash or check. A receipt will be provided at the time of payment. For those on military TDY orders who are reimbursed monthly for lodging, payment is due at the end of each month. A receipt for your travel voucher will be provided at the time of payment. You may pay by cash, check or credit card (Discover/MasterCard/Visa) at the Process Payment option of the website. All credit card transactions are cleared by PayPal® using an encrypted URL.

[What is the deposit required?](#) There is no deposit required (exception: Sue & Bill will negotiate a pet deposit for those who choose to bring their pet). In the case of two people vying for the same house, a deposit may be required to secure the space. It will be refunded upon arrival.

[Do I need to sign a lease?](#) No. If you need a lease for your records, one will be provided for you.

[Do I need to get a "Statement of Non-Availability"?](#) It depends on your orders. If your orders say that Government Housing is available or directed, then you should go to the Scott Inn on Scott Air Force Base first. If they don't have accommodations for you, they will give you a statement of non-availability. You will submit that with your travel voucher in order to get reimbursed for off-base lodging.

[Can my whole family move in?](#) Yes

[What happens if something breaks and I need a repair?](#) We pride ourselves in our speedy response to our guests maintenance requests. Just call us at (618) 304-6280 and we will set up at time with you to resolve the problem.

Henderson Real Estate, LLC  
[www.TDYHomeAwayFromHome.com](http://www.TDYHomeAwayFromHome.com)  
(618) 304-6280

[What are the clearing procedures when I leave?](#) We ask our guests to remove all trash and personal items, pay for the remainder of the stay, leave the keys and garage door opener, and lock the house.