BLUF
Between May 23 and 25, Typhoon Mawar devastated the island of Guam, damaging water and electric utilities, and many service members’ residences. Many members and their families lost running water and/or electricity, while damage rendered others’ residences uninhabitable. Affected members incur undue financial hardship until they can return to habitable residences. Given these circumstances outside service members’ control, Special Circumstances Temporary Lodging Allowance (SC-TLA) is authorized for military members and dependents stationed in Guam experiencing an electricity outage, water outage, or structural or water damage making their residence uninhabitable. To help ease our Sailors’ hardship, we want SC-TLA payments in these families’ pockets soonest.

Audience
- Sailors and their families who are stationed in Guam and have experienced utility outages or damage rendering their residence uninhabitable.
- Guam-based unit leadership and designated Command Pay and Personnel Administrators (CPPA).
- Naval Base Guam leadership and Housing Service Center (HSC) Guam.

Talking Points
- To be eligible for SC-TLA due to Typhoon Mawar, residents must have experienced electricity outage, water outage, or structural or water damage making their residence uninhabitable.
- Eligible Sailors or their dependents can submit SC-TLA packages with required key supporting documents (KSD) to their local Housing Service Center (HSC).
- To efficiently ease financial hardship, SC-TLA beneficiaries can expect payment within 72 hours of approval instead of waiting until their next scheduled pay date.

Sample POD/POW Note
- Commander, Joint Region Marianas (CJRM) has authorized Special Circumstances Temporary Lodging Allowance (SC-TLA) for Sailors and families whose homes lost power or water, or are uninhabitable due to damage from Typhoon Mawar. Affected members can submit an SC-TLA package to Housing Services Center (HSC) Guam. To get the required documentation, visit https://jrm.cnic.navy.mil/ and look for the Typhoon Mawar information on the top right of the page.
FAQ

Q: How do I apply for Special Circumstances TLA?
A: If you've experienced an electrical or water outage, or your residence is uninhabitable due to damage from Typhoon Mawar, you can submit an SC-TLA package to the Housing Services Center (HSC). Once approved, submit to your CPPA.

Q: What do I need to include in the package?
A: You need these key supporting documents, or KSDs:

- SC-TLA Request (Form 7213/1)
- TLA Checklist (Form 7200/04) with verified home status
- Record of Emergency Data/Dependency Application (RED/DA) (pen and ink or updated printout)
- Itemized, zero-balance (paid) hotel receipts in 10-day increments
- If applicable, Certificate of Non-Availability (CNA) from government lodging on base
- You can find the forms at [https://jrm.cnic.navy.mil/](https://jrm.cnic.navy.mil/). One there look for the Typhoon Mawar information on the top right of the page.

Q: When will I receive my payment?
A: Once HSC approves your SC-TLA package, your CPPA routes it to TSC Yokosuka, who will process your payment within 72 hours. If you do not receive payment, you can reach out immediately for 24/7 support at (833) 330-MNCC (6622) or askmncc@navy.mil.

Q: How often do I need to verify my home’s habitability status?
A: To continue receiving SC-TLA, you must verify your home status every 2 days on the TLA Checklist (Form 7200/04) and submit to HSC every 10 days. A representative from your command must verify your home status every 15 days.

Q: How long can I receive SC-TLA?
A: By updating your home’s status on the TLA Checklist, you can receive SC-TLA for up to 60 days while your home is uninhabitable. Extensions beyond 60 days require CJRM approval. SC-TLA comes in 10-day increments, so you must submit hotel receipts every 10 days while your home is uninhabitable.

Q: What happens when my home is habitable again?
A: Once your home is habitable and you have electricity and running water, your SC-TLA expires. To avoid overpayment, follow these steps:
1. Inform the HSC that your home is habitable again and you have electricity and running water.
2. Cancel pending reservations or check out of temporary lodging.
3. Return home.

Q: I am a CPPA. How to I process an SC-TLA claim in Salesforce?
A: Use the following parameters:

- Queue: PP MILPAY – TSC YOKOSUKA
- Request Type: MILPAY
- Problem Code: TLA
- Subject Line (MUST contain MAWAR): GUAM TLA – MAWAR DD MMM YY
- Ensure member submitted all required KSDs including CJRM Authorization for SC-TLA memo (dated June 8, 2023)
- Ensure case is SUBMITTED (not initiated)
- Beneficiaries must submit lodging receipts every 10 days with their TLA Checklist.

Q: Who do I contact if there are issues with my SC-TLA claim?
A: Phone and email support is available 24/7 from MNCC at (833) 330-MNCC (6622) or askmncc@navy.mil. CPPAs can contact Regional Support Center (RSC) Guam at (671) 339-7311 or RSC_Guam@us.navy.mil.