

ISSUE RESOLUTION REQUEST FORM

MCAS Cherry Point, Military Housing Office

Email to: chpt.fac.housing.omb@usmc.mil



RESIDENT INFORMATION	MHO Form ID#:
Name (Last, First) □Active Duty □Spouse □MHO Representative	
Date:	Street Address:
Phone Number:	Email Address:
DESCRIBE YOUR CONCERN:	
Have you put in a Work Order request regarding this concern or issue? □YES □NO □NO RESPONSE Have you been in contact with your Property Manager regarding this concern? □YES □NO □NO RESPONSE Have you been in contact with your Property Manager regarding this concern? □YES □NO □NO RESPONSE	
DESIRED OUTCOME/RESOLUTION:	
Have you had communication issues with AMCC regarding this concern and achieving your desired outcome? □YES □NO AUTHORIZATION SIGNATURE	
I acknowledge Military Housing will release the information provided on this form to AMCC PPV for the purpose of issue resolution. I certify that the information provided is true to the best of my knowledge. Resident Signature	

HOW CAN WE HELP?

MILITARY HOUSING RESOLUTION PROCESS

EVERY RESIDENT SUGGESTION, CONCERN, OR COMPLAINT IS IMPORTANT. IF YOU ARE NOT SATISFIED WITH ANY SERVICE, WE HAVE A THREE-STEP ISSUE RESOLUTION PROCESS:

STEP 1

IDENTIFY ISSUE

AMCC 24 HR

(252) 463-8432

amcchavelock.residentportal.com

STEP 2

INCOMPLETE OR NOT SATISFIED, CONTACT **MANAGEMENT**

AMCC **PROPERTY**

MANAGER 0800-1700 (252) 463-8431 STEP 3

ISSUE UNRESOLVED

MILITARY HOUSING

MON-FRI 0730-1630 (252) 466-2732

www.cherrypoint.marines.mil/ offices/housing/family-housing-office

MILITARY HOUSING COMMUNITY OFFICES

SLOCUM, NUGENT COVE, BINDER OAKS 102 BERN ST., HAVELOCK 252-463-8432 0800-1700 MON-FRI

GRANTS LANDING. LAWSON 494 WILSON DR., CHERRY POINT 252-463-8410 0800-1700 MON-FRI

ALL COMMUNITY OFFICES ARE AVAILABLE ON SATURDAYS 0900-1500 AT THE SLOCUM COMMUNITY CENTER

You can also provide feedback on the Interactive Customer Evaluation (ICE) System at ice.disa.mil

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PUBLIC PRIVATE VENTURE (PPV) HOUSING



DISPUTE RESOLUTION

Any Tenant concern or complaint is important.

If you are not satisfied with any service, the dispute resolution process (DRP) ensures you are guaranteed a prompt and fair resolution for housing issues.

PROCESS



Identify the Issue and Contact your Property Manager

If you find a problem at the property where you currently reside, work with your PPV Property Manager (PM) to resolve the issue.



The DRP applies to all active duty military service members and their dependents living in PPV housing.



Issue Unresolved?

If the PPV PM does not resolve the issue to your satisfaction, contact the PPV PM Regional Manager.

Issue Remains Unresolved?

If your PPV PM Regional Manager does not solve the issue, contact the MHO and inform them of the unresolved problem at your property.



Not Satisfied?

If you are not satisfied with the outcome, you may pursue resolution via the Formal DRP.



Complete Request Form

To begin the Formal DRP, complete the Request Form that initiates the process. Your installation MHO will evaluate your form and let you know if your issue is eligible.





Participate in the Inspection

An inspection of your property will be scheduled if the condition of the property is the subject of the dispute. Allow access to your property.

Cooperate with the Investigation

An Independent Investigator will conduct an investigation by reviewing all records and conducting interviews as necessary.



Recommend Action

The Regional Commander will request and consider recommendations from you and other parties and provide a written recommendation. If you do not agree, submit a written rebuttal. You can request a meeting with the Regional Commander about your dispute at this time.





A tenant with an issue or complaint must utilize the informal process before proceeding to the formal process. For more information on the DRP, visit MCICOM Family Housing: https://bit.ly/3n2zyGe

October 2022

Final Decision Issued

The Regional Commander will consider your rebuttal and provide you a final decision on the dispute.

