

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

HMC

24 HR

(252) 501-2511

Option #1

www.cherrypointfamilyhousing.com

STEP 2

INCOMPLETE OR NOT SATISFIED, CONTACT MANAGEMENT

**HMC
PROPERTY
MANAGER**

0800-1700

(252) 501-2511

STEP 3

ISSUE UNRESOLVED

**MILITARY
HOUSING**

MON-FRI

0730-1630

(252) 466-2732

[www.cherrypoint.marines.mil/
offices/housing/family-housing-office](http://www.cherrypoint.marines.mil/offices/housing/family-housing-office)

HUNT MILITARY COMMUNITIES OFFICES

SLOCUM, NUGENT COVE, BINDER OAKS
102 BERN ST., HAVELOCK
252-501-2511
0800-1700 MON-FRI

GRANTS LANDING, LAWSON
494 WILSON DR., CHERRY POINT
252-501-2511
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