

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](http://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



PUBLIC PRIVATE VENTURE (PPV) HOUSING

DISPUTE RESOLUTION PROCESS

Any resident 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.



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

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.

INFORMAL DRP



Issue Unresolved?

If the property manager 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.



FORMAL DRP

Participate in the Inspection

If the condition of the property is the subject of the dispute, the MHO will schedule an inspection of the property with your property manager. Allow access to your property.



Cooperate with the Investigation

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



Recommend Action

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.



Final Decision Issued

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



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>