

# 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**

[amchavelock.residentportal.com](http://amchavelock.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](http://ice.disa.mil)