

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



PUBLIC PRIVATE VENTURE (PPV) HOUSING

DISPUTE RESOLUTION PROCESS

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.



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 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.

FORMAL DRP

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.



Final Decision Issued

The 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>

October 2022