

Dispute Resolution

WHAT IS DISPUTE RESOLUTION?

The Dispute Resolution process allows eligible tenants and their families who reside in Army Housing to obtain prompt and fair resolution of housing disputes. An **Informal Dispute** is intended to resolve disputes at the garrison level. A **Formal Dispute** is intended to resolve disputes regarding rights and responsibilities in their lease agreement, including maintenance and repairs, rental payments, displacement rights, lease termination, and more.



DISPUTE BASICS

- You must first attempt resolution of issues directly with your Privatized Army Housing Provider IAW the terms of the Universal Lease. If unsuccessful, you must attempt to reach a resolution using the Army Housing Office (AHO) Informal Dispute Resolution process.
- The Informal Dispute Resolution process is expected to take 10 days.
- If satisfactory resolution is not reached, you may complete the Formal Dispute Resolution form and submit it to the AHO to begin the process.
- To use the Formal Dispute Resolution Process, you must allow the Privatized Army Housing Provider, AHO, and an Independent Investigating Officer into your home for inspection(s). They will provide written recommendations for the resolution of the dispute.
- The Deciding Authority, generally the HQ IMCOM Commander, makes the final decision.
- The Formal Dispute Resolution process is expected to take 30-60 days.

POLICY

AMC CPM 600-24 includes the processes, procedures, and available remedies for the Privatized Army Housing dispute resolution process. Visit <https://www.housing.army.mil> to view the policy and dispute resolution form.

CONTACT ARMY HOUSING

The AHO can assist with all your housing questions, including Informal and Formal Dispute Resolution questions. Contact your local AHO today!



910-908-4504



<https://www.housing.army.mil>



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 Army housing.

Identify the Issue and Contact your Privatized Housing Provider

If you find a problem at the property where you currently reside, work with your Privatized Housing Provider (PHP) to resolve the issue.

INFORMAL DRP



Issue Unresolved?

If the PHP does not resolve the issue to your satisfaction, contact the Army Housing Office (AHO).

Issue Remains Unresolved?

If your AHO does not solve the issue, you can complete the Request Form for the Informal DRP.



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 AHO 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.



Recommended Action

The HQ Installation Management Command (IMCOM) Commanding General (CG) could request additional information and consider recommendations from you and other parties before providing a formal, written recommendation.



Final Decision Issued

The HQ IMCOM CG will 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 Army Family Housing: <https://www.housing.army.mil>.