

Army Housing 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. See pages 4-7 to view the formal policy.

CONTACT ARMY HOUSING

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



910.396.1022



<https://home.army.mil/bragg/about/garrison/directorate-public-works/dpw-ho>



Learn More: 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.



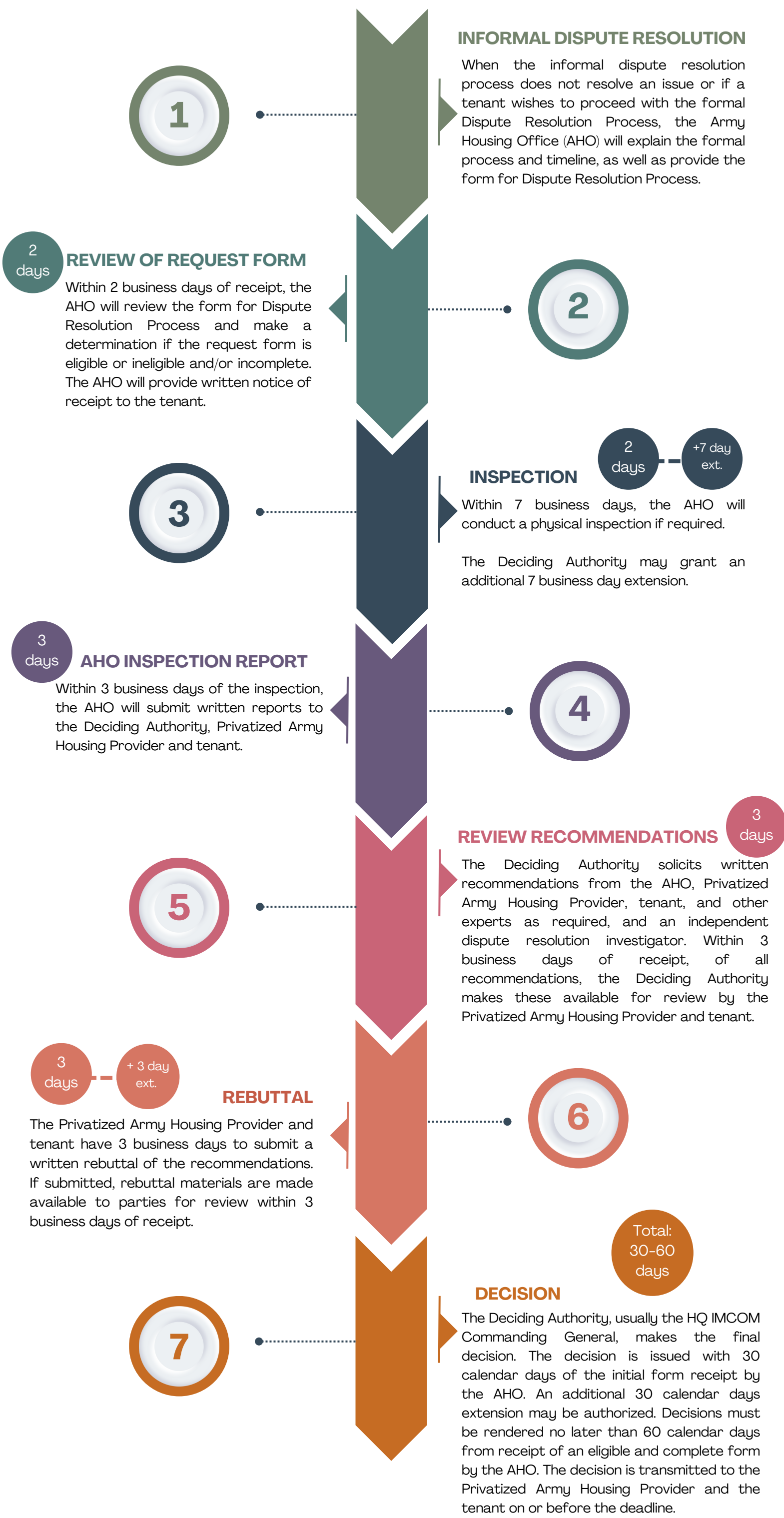
Final Decision Issued

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>.

Formal Dispute Resolution Timeline





DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY MATERIEL COMMAND
4400 MARTIN ROAD
REDSTONE ARSENAL, AL 35898-5000

AMCC

*CPM 600-24
17 April 2023

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy Memorandum - U.S. Army Materiel Command (AMC) Universal Lease and Dispute Resolution Policy Guidance for Privatized Military Housing

1. References:

- a. [National Defense Authorization Act \(NDAA\) is Public Law 116-92, FY20](#) and [NDAA is Public Law 116-283, FY21](#).
- b. Office of the Assistant Secretary of Defense Memorandum, Universal Lease and Dispute Resolution Process for Privatized Housing, 12 February 2021.
- c. Office of the Assistant Secretary of the Army (Installations, Energy, & Environment) Memorandum, Army Dispute Resolution Policy Guidance for Privatized Housing, 19 January 2021.
- d. Universal Lease and Dispute Resolution Process, 12 February 2021.
- e. AMC Operations Order (OPORD) 21-154, U.S. Army Materiel Command (AMC) Dispute Resolution Process for Privatized Military Housing, April 2021.

2. Purpose. The purpose of this memorandum is to provide U.S. Army Materiel Command (AMC) overarching policy for the use of the Universal Lease in connection with privatized military housing. It further provides guidance to comply with Federal legislation and guidance issued from the Office of the Assistance Secretary of Defense and the Office of the Assistant Secretary of the Army (Installations, Energy and Environment) as provided in references b. and c.

3. Applicability. This policy applies to all Army Installations and Garrisons with privatized military housing.

4. Universal Lease. All Military Housing Privatization Initiative (MHPI) housing projects that project legal documents that were entered into or renewed after 20 December 2019 are required to use the referenced Universal Lease and associated schedules.

5. Privatized Housing Dispute Resolution. The Army has established a two-tiered approach to resolving disputes in privatized military housing.

*This document supersedes CPM 600-24, 3 May 2021.

SUBJECT: Command Policy Memorandum - U.S. Army Materiel Command (AMC) Universal Lease and Dispute Resolution Policy Guidance for Privatized Military Housing

a. The first tier, Informal Dispute Resolution, is an informal yet measured approach designed to resolve disputes at the Garrison level. The Informal Dispute Resolution process may be used for resolution of lease disputes, as well as those disputes that fall outside the specific parameters of the lease document (such as, personal property claims). The objectives in implementing an Informal Dispute Resolution process are to allow for prompt and fair resolution of privatized military housing disputes; narrowing of issues prior to the Formal Dispute Resolution process; and an opportunity for the parties to control the outcome of the dispute.

b. The second tier for dispute resolution is Formal Dispute Resolution. If an agreement is not reached between the Residential Community Initiative (RCI) partner and tenant, and the subject of the dispute falls within the formal process, the tenant may file a Formal Dispute in accordance with (IAW) schedule 3 of the Universal Lease and AMC OPORD 21-154. Requests for Formal Dispute Resolution will use the forms and follow the process outlined in the referenced Universal Lease and AMC OPORD.

6. Informal Dispute Resolution Process.

a. The Installation Management Command (IMCOM) will develop a Request for Informal Dispute Resolution Form (request form) to enable tenants to initiate the Informal Dispute Resolution process. The military housing office (MHO) responsible for the leased premises will provide the request form to tenants with instructions for completing the request form as well as information on what the tenant can expect from the informal disputes resolution.

b. Tenants will complete and submit the request form to the MHO. The MHO will provide a copy of the request form to the RCI partner or its designated representative. Additional information may be requested by the MHO from the tenant or the RCI partner.

c. If the tenant is qualified for such assistance, the MHO will inform the tenant that they may obtain legal services from the Garrison Staff Judge Advocate's office.

d. The Garrison Commander will serve in a mediator capacity for the Informal Dispute Resolution process and will have discretion to conduct meetings as he/she deems appropriate to best resolve the matter. The individuals attending the session(s) will have full authority to resolve the dispute. The Garrison Commander is not required to make any written findings, issue a decision, or document the informal process.

e. If the tenant and RCI partner reach an agreement, the terms will be reduced to a settlement agreement prepared by the landlord and subject to tenant review. If an agreement is not reached between the parties, the Informal Dispute Resolution phase will conclude. The MHO will advise the tenant that he/she may file a Formal Dispute IAW with Schedule 3 of the Universal Lease.

f. The Garrison Commander will make every effort to conclude the Informal Dispute Resolution process as expeditiously as possible, however the total time elapsed from receipt of the tenant's request form to conclusion of the process should not exceed 10 business days.

AMCC

SUBJECT: Command Policy Memorandum - U.S. Army Materiel Command (AMC) Universal Lease and Dispute Resolution Policy Guidance for Privatized Military Housing

7. Formal Dispute Resolution Process.

a. The HQ IMCOM Commander will serve as the Deciding Authority for all Formal Disputes (such as, eligible housing disputes arising under references a. and b.) and will use the process as outlined in Schedule 3 of the Universal Lease and the AMC OPORD 21-154 in deciding Formal Disputes.

b. The HQ IMCOM Commander is responsible for selecting an Independent Decision Resolution Investigator. This authority may be further delegated to the local or regional level.

c. The HQ IMCOM Commander will make a final written decision within 30 days of receipt of the completed request package and provide the decision to both parties. The HQ IMCOM Commander may extend the decision period for up to 30 days, at his discretion, for good cause. The decision is not subject to appeal.

(1) In a decision which requires corrections to/repair of housing deficiencies, the written decision will set forth responsibility for monitoring the necessary remediation within required time period. Remediation that is not satisfactorily completed in the proscribed time period will result in reductions to amounts payable to the housing owner of 10 percent for each period of 5 calendar days during which the issues remain unremediated.

(2) Nothing in this Disputes Resolution Process, or in any decision rendered by the Deciding Authority, prohibits a tenant or RCI partner from pursuing a claim in any adjudicative body that has jurisdiction in accordance with applicable state and/or federal law.

8. MHO.

a. MHOs will post the Dispute Resolution Process provided in references a. and b. on its publicly available website and seek MHPI project companies' agreement to post the Dispute Resolution Process on their projects' online resident portal websites.

b. MHOs will maintain a record log of each Formal dispute filed by tenants to include reason, submission date, final decision date, and total processing time from submission to completion and the final decision in the enterprise Military Housing (eMH) database, Family Housing Module (FHM), complaints component, for consolidation. This information will be pulled on the 15th day after the last day of each the quarter for submission to the Chief Housing Officer (CHO), Assistant Secretary of Defense.

AMCC

SUBJECT: Command Policy Memorandum - U.S. Army Materiel Command (AMC) Universal Lease and Dispute Resolution Policy Guidance for Privatized Military Housing

9. All AMC Installations and Garrisons with privatized military housing will utilize the Universal Lease and established Informal and Formal Dispute Resolution process for Privatized Military Housing IAW this policy and references a. through e.

A handwritten signature in black ink, reading "Charles R. Hamilton". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

CHARLES R. HAMILTON
General, USA
Commanding

DISTRIBUTION:

B1

H