

HOW CAN WE HELP?

ARMY HOUSING DISPUTE 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

**Maintenance
Director
Property
Maintenance
24 HR**

Fort Detrick (240) 379-6518
Glen Haven (301) 649-9700

STEP 2

INCOMPLETE OR NOT
SATISFIED, CONTACT
MANAGEMENT

**Property
Manager
Property
Manager
0800-1700**

Fort Detrick (240) 379-6410
Glen Haven (301) 649-9700

STEP 3

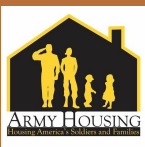
ISSUE UNRESOLVED

**Army
Housing
Advocate**
MON-FRI
0800-1600
(See AHO
numbers below)

ARMY HOUSING OFFICES

Fort Detrick
1520 Freedman Drive
301-619-3224
0800-1600 MON-FRI

Glen Haven Apartments
Building 161 - Forest Glen Annex
301-319-6401
0800-1600 MON-FRI



You can also provide feedback on the DOD Housing Feedback System at www.dhfs.mil