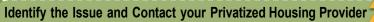
PRIVATIZED ARMY HOUSING OFFICE (AHO)

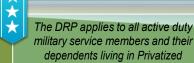
# DISPUTE RESOLUTION

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.



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







## Issue Unresolved?

Army housing.

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) Commander could request additional information and consider recommendations from you and other parties before providing a formal, written recommendation.





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

### Final Decision Issued

The HQ IMCOM Commander will provide you a final decision on the dispute. This decision is not subject to appeal.

