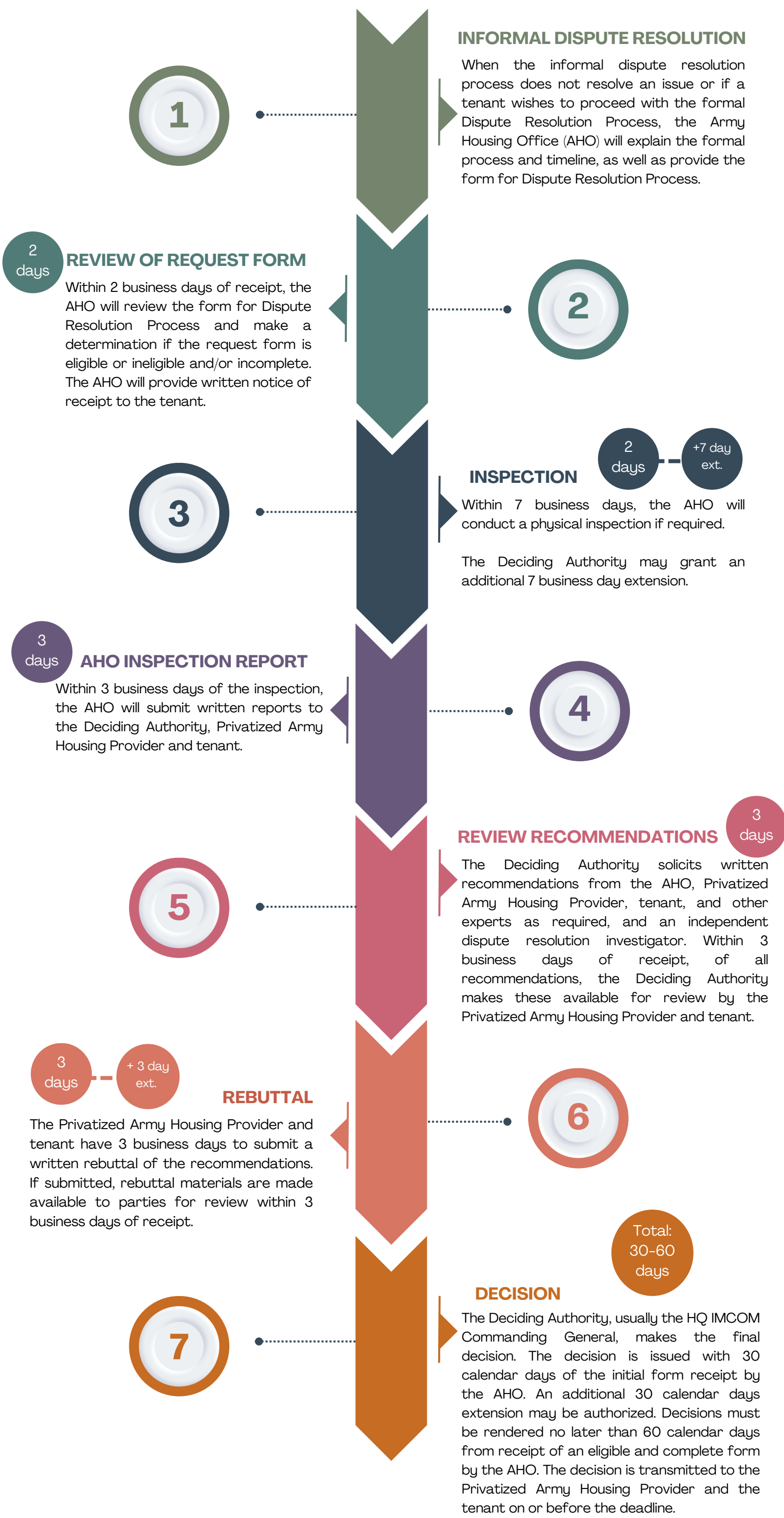


Formal Dispute Resolution Timeline



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>.

HOW CAN WE HELP?

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

**Balfour
Beatty
Communities
Property
Maintenance
24 HR
(718) 333-5337**

STEP 2

INCOMPLETE OR NOT
SATISFIED, CONTACT
MANAGEMENT

**Balfour
Beatty
Communities
Operations
Director
0800-1700
(718) 333-5817**

STEP 3

ISSUE UNRESOLVED

**Army
Housing
Office
MON-FRI
0730-1630
(718) 630-4203**

ARMY HOUSING OFFICE

**Garrison Commander
113 Schum Avenue
(718) 630-4706
0800-1700 MON-FRI**



You can also provide feedback on the DOD Housing Feedback System at <https://www.dhfs.mil>.