



U.S. ARMY GARRISON HAWAII

U.S. ARMY

Installation Management Command | We are the Army's Home

Resolving Housing Issues at U.S. Army Hawaii

Our enduring obligation is to take care of our people — our Soldiers, families and civilian employees.

We are fully committed to providing a safe, secure environment on our installations. If you have a housing issue that is not being resolved through Island Palm Communities or the chain of command, we encourage you to elevate the issue to Army leadership through any of the following channels.

U.S. ARMY GARRISON HAWAII HOUSING OFFICE

The garrison's Housing Office assists residents regarding issues that are not being resolved by the installation housing partner.



(808) 655-7399

COMMANDER'S OPEN DOOR POLICY

Commanders have open door policies to hear about issues Soldiers have been unable to resolve. To meet with the garrison commander, call the following:



(808) 656-1153

HOUSING TOWN HALLS

Housing issues can be brought up directly to U.S. Army Hawaii leaders at the quarterly housing town halls. Check the community calendar to confirm date.



Feb., May, Aug. and Nov., 10 a.m.

RESIDENT ADVISORY BOARD

Each community has a resident advisory board rep who work with the property management team to develop solutions for all residents.



<https://www.islandpalmcommunities.com/rab/>

INTERACTIVE CUSTOMER EVALUATION

All Interactive Customer Evaluation, or ICE, comments are sent to the organization and the garrison commander. Organizations will respond within 72 hours.



<https://ice.disa.mil>

COMMAND HOTLINE

Residents can call the Command Hotline if housing issues can not be resolved through Island Palm Communities or the chain of command.



(808) 656-3279

ADDITIONAL AVENUES TO RAISE CONCERNS

- Keep your chain of command up-to-date on any issues you're having at home so they can advocate on your behalf
- Contact the U.S. Army Hawaii Inspector General at (808) 655-0847 or (808) 787-3170

HTTPS://HOME.ARMY.MIL/HAWAII

RESOLVING HOUSING ISSUES



Island Palm Communities is the first line in addressing residents' housing issues. Residents can initiate service calls 24 hours a day, seven days a week by calling their respective maintenance services.

Maintenance Services

Maintenance Office	(808) 457-4075
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Additional information about Island Palm Communities' maintenance program is available in the Resident Guide available at <https://www.islandpalmcommunities.com/resident-resources>.

Other Island Palm Communities Numbers

Regional Leasing Office

North Regional Office	(877) 487-4323
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South Regional Office	(888) 939-3346
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Community Centers

Aliamanu	(808) 275-3850
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AMR Rim/Red Hill	(808) 275-3860
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Canby	(808) 275-3760
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Fort Shafter/Tripler	(808) 275-3820
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Helemano	(808) 275-3780
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Kalakaua	(808) 275-3750
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Porter	(808) 275-3770
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Kaena (Santa Fe)	(808) 275-3730
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Wheeler	(808) 275-3790
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