



DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON-HUMPHREYS
UNIT #15228
APO AP 96271-5228

AMIM-HMG-ZA

18 June 2025

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy #57, Mediating Complaints and Resolving Policy Violations in Army Family Housing and Senior Leaders Quarters

1. References:

a. Army Regulation (AR) 420-1, Army Facilities Management, 17 February 2008 (Rapid Action Revision, 24 August 2012).

b. AR 190-24, Armed Forces Disciplinary Control Boards and Off-Installation Liaison and Operations, 27 July 2006.

c. DA Pamphlet 420-1-1, Housing Management, 2 April 2009.

d. USAG Humphreys Key and Essential and Command Directed Housing Prioritization Policy, 17 June 2024.

e. USAG Humphreys Army Family Housing Resident Guide.

2. Proponent. Directorate of Public Works, Family Housing Division.

3. Effective Date. This policy is effective immediately and remains in effect until rescinded or superseded.

4. Purpose. This policy establishes procedures for mediating complaints and resolving policy violations in Army Family Housing (AFH) and Senior Leader Quarters (SLQ) at Camp Humphreys and K-16. It applies to all Family Members living in AFH and Service Members living in SLQ.

5. Mediation of Resident Complaints.

a. Complaint Process:

(1) The Housing Manager is responsible for mediating resident complaints regarding violations of housing policy, including noise, pets, parking, smoking, and fire safety.

SUBJECT: Command Policy #57, Mediating Complaints and Resolving Policy Violations in Army Family Housing and Senior Leaders Quarters

(2) Residents should attempt to resolve issues informally when possible. Formal complaints must be submitted in writing, signed by the complainant, and submitted to the housing manager.

(3) Residents are encouraged to promptly report any violations of housing policies to the housing office to ensure compliance and uphold community standards.

b. Resolution Procedures:

(1) If issues cannot be resolved among individuals, the matter may be brought before the Armed Forces Disciplinary Control Board (AFDCB) for review, or the Garrison Commander may direct a preliminary inquiry IAW AR 15-6.

(2) Garrison Commander or Deputy to the Garrison Commander will appoint the preliminary inquiry Investigating Officer.

(3) Inquiries will be fair and impartial, consider the position of all residents involved, and conducted IAW AR 15-6.

(4) The Garrison Commander will render all final decisions.

6. Resolving Policy Violations.

a. All residents of AFH and SLQ are required to adhere to housing policies and guidelines, and applicable fire and safety policies. This includes policies related to noise, pets, parking, smoking, and fire safety. Residents who repeatedly violate policies, disturbing the peace and harmony of the housing areas and Senior Leader Quarters, may be considered for housing termination.

b. The following guidelines will be used to resolve policy violations:

1) 1st Violation: A written notice will be sent to the sponsor.

2) 2nd Violation: A written notice will be sent to the sponsor and the sponsor's chain-of-command.

3) 3rd Violation: A written notice will be sent to the sponsor and the sponsor's chain-of-command. This notice may include penalties directed by the Garrison Commander, a directive to appear in front of the AFDCB, or notification that the Garrison Commander will initiate a preliminary inquiry.

c. Violation of Fire Safety Measures. Residents should immediately notify housing if fire safety equipment is malfunctioning. Residents who intentionally violate fire safety measures or protocols, such as disabling smoke detectors, will receive one warning. Housing may be terminated for a second offense.

SUBJECT: Command Policy #57, Mediating Complaints and Resolving Policy Violations in Army Family Housing and Senior Leaders Quarters

d. Table 1 contains a list of violations and possible penalties. This list is not all inclusive.

TABLE 1 VIOLATIONS AND POSSIBLE PENALTIES				
VIOLATION	ENFORCEMENT ACTIONS			
Noise Complaint	➡	Warning	➡	2 nd Warning ➡ Possible Housing Termination
Unauthorized Pets	➡	Warning	➡	2 nd Warning ➡ Removal of pet/Possible Housing Termination (for severe cases)
Parking Violations	➡	Warning	➡	2 nd Warning ➡ Revocation of Parking Privileges
Smoking Violations	➡	Warning	➡	2 nd Warning ➡ Possible Housing Termination for Repeat Offenses
Unattended Cooking	➡	Warning	➡	2 nd Warning ➡ Possible Housing Termination for Repeat Offenses
Fire Safety Measures	➡	Warning	➡	Possible Housing Termination for Repeat Offenses

7. The Point of Contact for this action is: The Chief, Housing Division and can be reached at DSN (315) 757-2671.

RYAN K. WORKMAN
COL, AR
Commanding

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USAG Humphreys Website