



**DEPARTMENT OF THE ARMY**  
**US ARMY INSTALLATION MANAGEMENT COMMAND**  
**HEADQUARTERS, UNITED STATES ARMY GARRISON, REDSTONE**  
**4488 MARTIN ROAD**  
**REDSTONE ARSENAL, ALABAMA 35898-5000**

REPLY TO  
ATTENTION OF

**JUN 02 2023**

AMIM-REG-H

**MEMORANDUM FOR Military Tenants of Privatized Housing under the Army's Residential Communities Initiative (RCI)**

**SUBJECT: Tenant Informal/Formal Dispute Resolution Procedures**

1. Tenants are required to attempt to resolve disputes informally through the process identified in the addendum to the tenant's lease or an informal dispute resolution process as follows.
2. The informal dispute resolution process is a measured approach intended to resolve disputes at the garrison level. The process will address both lease disputes and disputes that fall outside the specific parameters of the lease document (i.e., personal property claims). The tenant is responsible for initiating the informal dispute resolution process by submitting a request form containing relevant administrative information (Encl).
3. The Military Housing Office (MHO) will provide the request form and is available to assist tenants in completing the form. If eligible, tenants may also utilize a legal assistance attorney to prepare the document. A copy of the completed request form will be provided to the landlord or landlord's designated representative.
4. Within 3 business days, the Garrison Commander will review the request and determine additional information from the parties, or an inspection of the premises will be required. Within 5 business days the Garrison Commander will convene a meeting with the parties, and parties may bring a representative to the meeting. The Garrison Commander will have discretion to conduct the mediation as she/he sees fit, e.g., joint sessions or a private caucus, to best accommodate the parties and resolve the matter. The individuals attending the session will have full authority to resolve the dispute.
5. The length and number of sessions will be at the discretion of the Garrison Commander, but the total time elapsed from receipt of the tenant's request to conclusion of the process should not exceed 10 business days.
6. The Garrison Commander may keep personal-notes for his or her records, as needed. If the parties agree to resolve their dispute, the terms will be reduced to a settlement agreement or other acceptable, binding document, prepared by the landlord and subject to tenant review.

AMIM-REP-H

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7. If agreement is not reached, the Garrison Commander will conclude the informal dispute resolution phase, and advise the tenant that they may file a request for formal dispute resolution, as described in Schedule 3 to the universal lease. The Garrison Commander will provide tenants written instructions that the formal dispute resolution process is limited to "eligible housing disputes" as that term is defined in the Schedule 3 of the universal lease, the formal dispute resolution Decision Authority may only award certain remedies as described in Schedule 3 of the universal lease.

8. The formal dispute resolution phase is reserved solely for the military member, their spouse, or other eligible individual who qualifies as a "tenant" as defined in Section 2871 of Title 10 of the United States Code. The formal dispute resolution is designed to obtain prompt and fair resolution of housing disputes concerning rights and responsibilities in the lease. Requests for formal dispute resolution will follow the Department of Defense (DoD) guidance and use the forms in Schedule 3 of the DoD universal lease and dispute resolution process (Encl).

9. Nothing in the informal dispute resolution process shall prohibit a tenant or owner from pursuing an eligible housing dispute, as defined in Schedule 3 of the universal lease, in any adjudicative body with jurisdiction over the housing unit or claim in accordance with applicable state and/or federal law.

10. The point of contact for this action is Raymon Zapata at 256-842-3215, or email: [raymon.zapata.civ@army.mil](mailto:raymon.zapata.civ@army.mil).

Encl



Brian M. Cozine  
Colonel, LG  
Commanding

## Informal Dispute Resolution Request

1. **Tenant's Name:** \_\_\_\_\_  
Grade Last Name First Name

2. **Residential Address:** \_\_\_\_\_

(Include house/apt number, street name, city, state, zip code)

3. **Tenant Contact Information:**

a. Home telephone number: (\_\_\_\_\_) \_\_\_\_\_  
Area Code

b. Cell phone number: (\_\_\_\_\_) \_\_\_\_\_  
Area Code

c. Email address: \_\_\_\_\_

4. **Preferred method of receiving correspondence relating to the matter:**

a. \_\_\_\_\_ Residential address listed on line 2, above.

b. \_\_\_\_\_ Email address indicated on line 3, above.

5. **Rental/Owner Company Name:** \_\_\_\_\_

6. **Rental/Owner Contact Information:**

a. Contact Name (Last, First): \_\_\_\_\_

b. Telephone Number: (\_\_\_\_\_) \_\_\_\_\_  
Area Code

c. Email: \_\_\_\_\_

7. **Rent segregation request. Tenant requests segregation of tenant's future rent payments as follows (chose one):**

a. Full rent segregation in the amount of \$ \_\_\_\_\_ per month; or

b. Tenant requests partial rent segregation in the amount of \$ \_\_\_\_\_ per month.

8. **Statement describing the dispute and prior efforts to resolve the dispute (including supporting documentation):**

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**9. List supporting documentation tenant included in this request:**

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_
- f. \_\_\_\_\_

**10. By signing below the tenant affirms the information provided above is accurate to the best of their knowledge and confirms they have sought and completed Informal Resolution Process procedures set forth in Section \_\_\_\_\_ of the lease agreement.**

**Request Form for Formal Dispute Resolution Process**

**1. Tenant Name (Rank, Last, First):**

\_\_\_\_\_

**2. Premises Address (Street, City, State, Zip):**

\_\_\_\_\_

**3. Tenant Contact Information:**

a. Phone #

(Home/Cell): \_\_\_\_\_

b. Email: \_\_\_\_\_

**4. Owner Company Name:**

**5. Owner Contact Information:**

a. POC Name (Last, First): \_\_\_\_\_

b. Phone # (Home/Cell): \_\_\_\_\_

c. Email: \_\_\_\_\_

**6. Statement describing the dispute and prior efforts to resolve it (including supporting documentation):**

**7. Rent Segregation Request. Tenant hereby requests segregation of Tenant's future Rent payments as of the date set forth below.**

\_\_\_\_\_ Tenant requests full Rent segregation in the amount of \$\_\_\_\_\_ per month,  
or

\_\_\_\_\_ Tenant requests partial Rent segregation in the amount of \$\_\_\_\_\_ per month.

**8. Name and signature of Tenant confirming they have sought resolution through, and completed, the informal resolution process procedures set forth in Section 9 of the Lease agreement.**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**(To be completed by the MHO)**

This is an administratively complete request eligible for Rent Segregation in accordance with Lease Section 9 and Section 4 of Schedule 3 (Dispute Resolution Process). Owner is directed to segregate an amount equal to \$\_\_\_\_\_ per month in a segregated account unavailable to the owner, or owner's property manager, employees, agents, or contractors.

Name of MHO Representative: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_