

Formal Dispute Resolution Timeline



INFORMAL DISPUTE RESOLUTION

When the informal dispute resolution process does not resolve an issue, a tenant may request to proceed with the formal Dispute Resolution Process, the Army Housing Office (AHO) will explain the formal process and timeline, as well as provide the form for Dispute Resolution Process.

2 days

REVIEW OF REQUEST FORM

Within 2 business days of receipt, the AHO will review the form for Dispute Resolution Process and make a determination if the request form is eligible or ineligible and/or incomplete. The AHO will provide written notice of receipt to the tenant.



INSPECTION

2 days +7 day ext.

Within 7 business days, the AHO will conduct a physical inspection if required.

The Deciding Authority may grant an additional 7 business day extension.

3 days

AHO INSPECTION REPORT

Within 3 business days of the inspection, the AHO will submit written reports to the Deciding Authority, Privatized Army Housing Provider and tenant.



REVIEW RECOMMENDATIONS

3 days

The Deciding Authority solicits written recommendations or information from the AHO, Privatized Army Housing Provider, tenant, and other experts as required, and an independent dispute resolution investigator. Within 3 business days of receipt, of all recommendations, the Deciding Authority makes these available for review by the Privatized Army Housing Provider and tenant.

3 days + 3 day ext.

REBUTTAL

The Privatized Army Housing Provider and tenant have 3 business days to submit a written rebuttal of the recommendations. If submitted, rebuttal materials are made available to the parties for review within 3 business days of receipt.



Total: 30-60 days



DECISION

The Deciding Authority, the HQ IMCOM Commanding General, makes the final decision. The decision is issued no later than 30 calendar days of the initial form receipt by the AHO. An additional 30 calendar days extension may be authorized. Decisions must be rendered no later than 60 calendar days from receipt of an eligible and administratively complete form by the AHO. The decision is transmitted to the Privatized Army Housing Provider and the tenant on or before the deadline.

