# **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** 

Fort Leonard
Wood Homes
Property
Maintenance
24 HR
(573)329-4000

STEP 2

INCOMPLETE OR NOT SATISFIED, CONTACT MANAGEMENT

Fort Leonard Wood Homes Property Manager 0800-1700 (573)329-0122 STEP 3

**ISSUE UNRESOLVED** 

Army Housing Office MON-FRI 0730-1630 (573)596-0984 (573)596-0972

# **ARMY HOUSING OFFICE**

COL Bartley
Garrison Commander
14000 MSCoE Loop, Suite 120
Ft. Leonard Wood, MO. 65473
0800-1700 MON-FRI
(573)563-4004







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

Army Housing
Dispute
Resolution

# WHAT IS DISPUTE RESOLUTION?

The Dispute Resolution process allows eligible tenants and their families who reside in Army Housing to obtain prompt and fair resolution of housing disputes. An Informal Dispute is intended to resolve disputes at the garrison level. A Formal Dispute is intended to resolve disputes regarding rights and responsibilities in their lease agreement, including maintenance and repairs, rental payments, displacement rights, lease termination, and more.



- You must first attempt resolution of issues directly with your Privatized Army Housing Provider IAW the terms of the Universal Lease. If unsuccessful, you must attempt to reach a resolution using the Army Housing Office (AHO) Informal Dispute Resolution process.
- The Informal Dispute Resolution process is expected to take 10 days.
- If satisfactory resolution is not reached, you may complete the Formal Dispute Resolution form and submit it to the AHO to begin the process.
- To use the Formal Dispute Resolution Process, you must allow the Privatized Army Housing Provider, AHO, and an Independent Investigating Officer into your home for inspection(s). They will provide written recommendations for the resolution of the dispute.
- The Deciding Authority, generally the HQ IMCOM Commander, makes the final decision.
- The Formal Dispute Resolution process is expected to take 30-60 days.



AMC CPM 600-24 includes the processes, procedures, and available remedies for the Privatized Army Housing dispute resolution process. Visit <a href="https://www.housing.army.mil">https://www.housing.army.mil</a> to view the policy and dispute resolution form.

## **CONTACT ARMY HOUSING**

The AHO can assist with all your housing questions, including Informal and Formal Dispute Resolution questions. Contact your local AHO today!



573-596-0984/0972



https://www.housing.army.mil







# Formal Dispute Resolution Timeline



#### **INFORMAL DISPUTE RESOLUTION**

When the informal dispute resolution process does not resolve an issue or if a tenant wishes 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.

# **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**

+7 day days

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

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

## 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**

days

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



# **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 parties for review within 3 business days of receipt.



Total: 30-60 days



# **DECISION**

The Deciding Authority, usually the HQ IMCOM Commanding General, makes the final decision. The decision is issued with 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 complete form by the AHO. The decision is transmitted to the Privatized Army Housing Provider and the tenant on or before the deadline.







**ARMY HOUSING OFFICE (AHO)** 

# DISPUTE RESOLUTION

INFORMAL DRP

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.

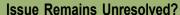
PROCESS



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.



If your AHO does not solve the issue, you can complete the Request Form for the Informal DRP.



#### Issue Unresolved?

If the PHP does not resolve the issue to your satisfaction, **contact** the Army Housing Office (AHO).



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.



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.

#### Final Decision Issued

The HQ IMCOM CG will provide you a final decision on the dispute.

