

HOW CAN WE HELP?

OFF-BASE HOUSING RESOLUTION PROCESS

ANY 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

Contact:
253-5541
MON-FRI 0800-1630 /
WED: 0800-1330

**FAMILY HOUSING
REFERRAL SECTION**
(Translation)

www.iwknfamilyhousing@usmc.mil



STEP 2

NOT SATISFIED OR TENANT/AGENCY DISPUTE

Contact:
253-5541/5083
MON-FRI 0800-1630 /
WED: 0800-1330

**FAMILY HOUSING
REFERRAL SECTION**

www.iwknfamilyhousing@usmc.mil

STEP 3

ISSUE UNRESOLVED

**USMC UNIT
COMMANDS**

POC: _____

Contact No.: _____

email: _____

MCASI HOUSING REFERRAL CONTACT

SECTION	LOCATION	BLDG	PHONE	HOURS
MAIN OFFICE	MCASI	BLDG. 200	253-5541	08:00-1630 MON-FRI, WED 0800-1330