

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 FOR MCBH OFF-BASE RESIDENTS:



STEP 1

IDENTIFY ISSUE

Contact your Property Manager or Landlord



POC: _____
 Phone#: _____
 Cell#: _____
 Email: _____

STEP 2

NOT SATISFIED OR TENANT/AGENCY DISPUTE

Contact:
 MON-FRI 0800-1630
 (808) 655-3073/75/76

USAG-HI Housing Service Office

STEP 3

ISSUE UNRESOLVED

Contact your Unit or Command

POC: _____
 Contact No.: _____
 Email: _____

HOUSING REFERRAL CONTACT

SECTION	LOCATION	BLDG	PHONE	HOURS
HSO Schofield	Duck Rd	BLDG. 215	(808) 275-3700	0800-1630 MON-FRI