

HOW CAN WE HELP?

FAMILY 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:
24 Hrs Facilities Maintenance
Trouble Desk
253-3131

FACILITIES DEPT,
BLDG 155
www.iwknfamilyhousing@usmc.mil



STEP 2

INCOMPLETE OR NOT SATISFIED

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

FAMILY HOUSING
OFFICE
www.iwknfamilyhousing@usmc.mil

STEP 3

ISSUE UNRESOLVED

USMC UNIT COMMANDS

POC: _____

Contact No.: _____

email: _____

MCAS IWAKUNI FAMILY HOUSING

SECTION	LOCATION	BLDG	PHONE	HOURS
MAIN OFFICE	MCASI	BLDG. 200	253-5541	08:00-1630 MON-FRI, WED 0800-1330
SELF HELP	MCASI	BLDG. 200	253-3528	08:00-17:30 MON-FRI