



Family Housing Office (FHO)
1571 Lawrence Road, 1st Floor
808-496-2676

Department of War (DoW) Housing Feedback System

Aloha MCBH Residents:

The DoW has established a publicly available database that permits privatized family housing tenants to file feedback regarding their housing unit via the [DHFS.mil](https://dhfs.mil) website.

Tenants are defined as members of the armed forces, to include reservists in active status, or a dependent of a member of the armed forces who resides in the housing unit or is authorized to act on behalf of the member (in the event of assignment or deployment).

In this process, landlords will be able to submit a response to the tenant feedback.

Both the tenant feedback and landlord response will be available for public view in the DoW feedback database on [DHFS.mil](https://dhfs.mil).

As a reminder, maintenance requests cannot be submitted via this forum. Ohana Military Communities (OMC) has multiple ways to submit work orders:

- 1) Call the 24/7 Maintenance Line at 808-470-5400, Prompt 3
- 2) Submit ROUTINE work orders via the Resident App
- 3) Additional Support can be provided via the OMC Resident Services Offices (RSO)

Waikulu Resident Services Office
5081 Bingham Way, Kailua, HI, 96734
808-470-5400
Monday-Friday: 8:00A.M.-5:00P.M.
Email: waikulurso@huntcompanies.com

Mololani Resident Services Office
1931 Campion Drive, Kailua, HI, 96734
808-470-5400
Monday-Friday: 8:00A.M.-5:00P.M.
Email: mololanirso@huntcompanies.com

Family Housing and our PPV Partners thank you for being residents of our amazing MCBH community! We appreciate all feedback we receive and strive to improve what residents have concerned about and continue with what residents are satisfied!

If you have any questions with this process, please feel free to contact Family Housing Office (FHO) at 808-496-2676.



Very Respectfully,
Family Housing Office
1571 Lawrence Road, First Floor
(808) 496-2676

mcbh.g4.fmly.hsg.fmb@usmc.mil