

# 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 AT OMC-MARINE PPV HOUSING:



### STEP 1

#### IDENTIFY ISSUE

#### HUNT

24-HR Maintenance

(808) 833-4357 (HELP)

Web: <http://www.ohanamarinecorps.comunities.com/maintenance-request>

Community Managers

Waikulu - (808) 839-8777

Mololani - (808) 839-8702



### STEP 2

INCOMPLETE OR NOT SATISFIED, CONTACT MANAGEMENT

#### HUNT

Community Director

(808) 839-8722

Maintenance Director

(808) 836-5414

### STEP 3

#### ISSUE UNRESOLVED

#### MCBH FAMILY HOUSING

(808) 257-1281

(808) 257-1282

(808) 257-5933

(808) 257-3295

Email: [mcbh.g4.fmly.hsg.fmb@usmc.mil](mailto:mcbh.g4.fmly.hsg.fmb@usmc.mil)

#### Contact your Command:

POC: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email: \_\_\_\_\_

## Additional Contact Information - Hunt

Office	Location	Address or Email	Phone	Hours
Leasing Office	KBAY	1571 Lawrence Rd	(808) 839-8720	08:00-17:00 MON-FRI; WED:0900-1700
Waikulu RSO	KBAY	<a href="mailto:maukarso@huntcompanies.com">maukarso@huntcompanies.com</a>	(808) 839-8710	08:00-17:00 MON-FRI; WED:0900-1700
Mololani RSO	KBAY	<a href="mailto:makairso@huntcompanies.com">makairso@huntcompanies.com</a>	(808) 839-8700	08:00-17:00 MON-FRI; WED :0900-1700
Self-Help	KBAY	2029 McClennan Dr.	(808) 836-5434	08:00-17:00 MON-FRI
YES Energy	Off-Base	<a href="https://www.yesenergymanagement.com">https://www.yesenergymanagement.com</a>	(855) 491-0365	08:00-17:00 MON-FRI
Accounting / Rent	Pearl Hbr	3349 Catlin Drive	(808) 839-8733/34	08:00-17:00 MON-FRI
Hunt Security	Pearl Hbr	5173 Nimitz Road	(808) 839-8652	08:00-17:00 MON-FRI