

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
THERE IS A DISPUTE
BETWEEN TENANT &
LANDLORD? (U.S.
Army is Executive
Agent for off-base
housing) Contact:

MON-FRI 0800-1630
(808) 655-3073/75/76
**USAG-HI Housing
Service Office**

STEP 3

ISSUE REMAINS
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) 655-3073	0800-1630 MON-FRI
			(808) 655-3075	
			(808) 655-3076	