



Welcome to Marine Corps Base Hawaii (MCBH) Family Housing Office Advocacy!

MCBH Family Housing Office (FHO) Advocates are available to provide assistance & support to residents of PPV Housing who have an unsatisfactory or unresolved concern/issue with Ohana Military Communities (OMC)/Hunt **AFTER** residents have gone through OMC's "Resident Resolution Process".

As part of your Tenant Bill of Rights, the Dispute Resolution Process (DRP) ensures eligible Service Members and their families living aboard MCBH in PPV Housing are guaranteed a prompt and fair resolution for housing issues. The DRP is split in to 2 components:

(1) **Informal DRP** and (2) **Formal DRP**.

(1-**Informal DRP**) Start by contacting your Community Resident Services Office (RSO) and if your Community Resident Services Specialist (RSS) does not resolve the issue, ask to speak to your Community Manager to help resolve the issue/concern. If unsatisfied with Community Manager's resolution, you may follow the 2-step preliminary dispute resolution process by submitting a request form at <https://riskconnecthunt.force.com/Dispute/s/>

(2-**Formal DRP**) If unsatisfied after completing the 2-step preliminary dispute resolution process with OMC, you may contact a Family Housing Advocate to inform them of your concern/issue and complete a form to initiate the Formal DRP request. In order to be eligible for a Formal DRP request, you must be a current resident in PPV Housing on MCBH.

Advocates can be reach by email at the FHO general email:

MCBH.G4.FMLY.HSG.FMB@usmc.mil

or

(808) 496-4200 & (808) 496-4201

We are located at the Family Housing Office (FHO)
on MCBH Kaneohe Bay at 1571 Lawrence Road, 1st Floor.

We are available to assist OMC/Hunt's mission to provide exemplary service to our Service Members and their families!

Very Respectfully,

Family Housing Office Advocates