



FAMILY HOUSING AT MCBH KANEEOHE BAY

Ohana Military Communities (OMC) & Family Housing Office (FHO) Roles

Every Service Member's and their families Housing concerns, issues or complaints are important to us all!

OMC

Monday, Tuesday, Thursday, & Friday
0800-1700
Wednesday
0900-1700

(808) 470-5400

FHO

Monday, Tuesday, Thursday, & Friday
0730-1530
Wednesday
0730-1430

(808) 257-2676

Leasing Office/Resident Services Office

- Waitlist Information & Management
- Assignment of Homes
- Service/Warm Calls
- Informal Complaint/Issue Resolution
- Creating and Scheduling Work Orders
- Resident App & Portal
- Community/Resident Events
- Self-Help Warehouse
- Satisfaction Surveys for Move-ins & Work Orders
- Community Inspections
- Move-in, Pre and Move-Out Inspections
- Day to Day Operations

Housing Advocates/Specialists

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

- Receiving Housing Applications
- Referring to OMC/Hunt
- Provide Family Housing Advocacy
- Tenant Bill of Rights
- Government Change of Occupancy Inspections
- Community, Grounds & Home Inspections
- Move-in & Move-Out Inspections
- Informal Concerns/Issues
- Formal Dispute Resolution
- Move-in Follow-up Calls
- Work Order Follow-up Calls