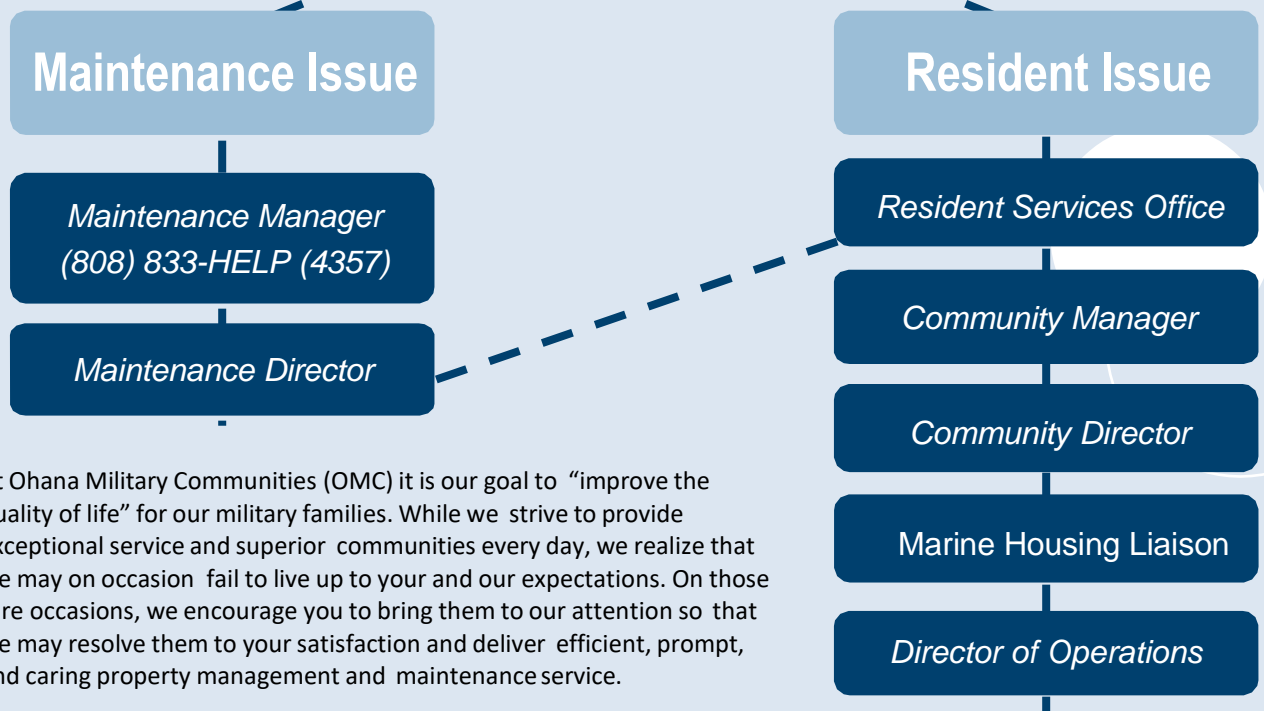


# RESIDENT RESOLUTION PROCESS



At Ohana Military Communities (OMC) it is our goal to “improve the quality of life” for our military families. While we strive to provide exceptional service and superior communities every day, we realize that we may on occasion fail to live up to your and our expectations. On those rare occasions, we encourage you to bring them to our attention so that we may resolve them to your satisfaction and deliver efficient, prompt, and caring property management and maintenance service.

To help us better address your concerns we have developed a Resolution Process that will allow us to work together to fully understand and correct any issues that may arise. When you have an issue, we encourage you to undertake the following steps to bring it to our attention.

## STEP 1: Contact your Resident Services Office

Provide them with details about your concern. Please give us the opportunity to assist you. If your Resident Services Office has been unable to address the situation to your satisfaction, ask to speak to the Community Manager. Your Community Manager will work to resolve the issue.

## STEP 2: Contact your Community Director

If your Community Manager is unable to address the situation to your satisfaction contact the Community Director.

**MCBH Community Director: Peyton Hoban | [peyton.hoban@huntcompanies.com](mailto:peyton.hoban@huntcompanies.com) | 808-839-8720**

*If not resolved to satisfaction...*

## STEP 3: Contact your Military Housing Liaison

**MCBH Military Housing Liaison: 808.257.4200; 808.257.4201; 808.257.5933; 808.257.3295**  
**Email: [MCBH.G4.FMLY.HSG.FMB@USMC.MIL](mailto:MCBH.G4.FMLY.HSG.FMB@USMC.MIL)**

**STEP 4:** At this point, should there still be a need for resolution the Community Director and Liaison will engage the OMC-Director of Operations and Director of Housing. OMC’s senior leadership and the Marine Housing Leadership will review and agree upon a final resolution.

**Visit us in person or contact your Resident Services Office at:**

**Waikulu RSO: (808) 839-8710 or [MaukaRSO@huntcompanies.com](mailto:MaukaRSO@huntcompanies.com)**

**Mololani RSO: (808) 839-8700 or [MakaiRSO@huntcompanies.com](mailto:MakaiRSO@huntcompanies.com)**

**Maintenance Office: (808) 833-4357 (HELP)**

**[www.OhanaMarineCorpsCommunities.com](http://www.OhanaMarineCorpsCommunities.com)**

**Note:** All emails, phone conversations, photos, meetings, and any other types of correspondence and supporting documentation will become a permanent part of the resident’s file.

