

TENANT RESOURCES FOR RESOLVING DISPUTES IN PRIVATIZED HOUSING - Updated April 2021

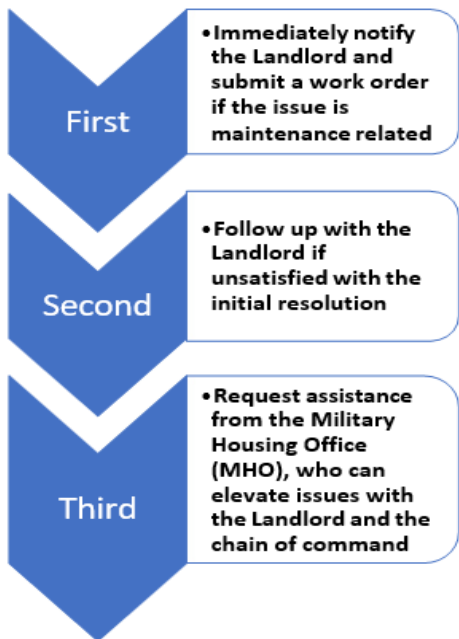
ON-BASE HOUSING INFO

For Resident Complaints with Privatized Owner

If you are having trouble getting a complaint resolved with Malmstrom AFB Homes then the Military Housing Office (MHO) can help.

Dispute Resolution

If a Tenant discovers a problem with their home, issues should be elevated as diagram shows:



** Tenants can also utilize their chain of command to resolve issues if their concerns aren't fully addressed*

Tenant Lease

The tenant lease may include language about dispute resolution procedures for each community. Review the Resident Handbook provided with the tenant lease for specifics.

Military Housing Office (MHO)

Each Installation has an MHO that provides housing assistance to Service members.

- The MHO is the first point of contact for disputes that cannot be resolved with the local property management office
- The MHO can assist in the mediation of disputes in Family, Unaccompanied or Privatized Housing

Resident Advocate (RA)

The RA assists military members with dispute resolution and can work with both the Landlord and within the military chain of command to ensure concerns are elevated to the appropriate levels. Though the MHO is typically the first point of contact, members may seek the assistance of the RA at any time.

Air Force Helpline 1-800-482-6431

Tenants who aren't satisfied with the assistance provided at their installation can call the AF Helpline. Concerns will be elevated to the Air Force Civil Engineer Center (AFCEC) for review.

Legal

The Legal Assistance Office can assist in resolving disputes with the Landlord short of actual litigation. They can advise you, consult with you, and negotiate on your behalf, in accordance with AFI 51-304.

- In addition, the Tenant always has the option to independently hire private legal counsel to provide legal advice on their dispute with the Landlord



Medical

If you think you have a health issue related to conditions in housing, alert your MHO so they have awareness and contact your Primary Care Manager (PCM) for evaluation.

If you are unsatisfied with the level of support provided by the PCM, you may contact the USAF School of Aerospace Medicine Environmental, Safety, and Occupational Health (ESOH) Service Center at 1-888-232-ESOH (3764).

If the PCM confirms you have a mold-related illness and you believe there is an un-remediated condition in your home that is aggravating your condition, the MHO can engage Bioenvironmental Engineering to:

- Initiate an evaluation of your home
- Determine appropriate follow-up actions

Property Management Office (BBC)

Malmstrom AFB Homes Maintenance Office

Location: 110 S. Perimeter Road, BLDG 3078

Phone: (406) 315-2263 (24-Hours)

Call or enter routine work orders via the Resident Portal.

Malmstrom AFB Homes Leasing Office

Location: 6945 Goddard Drive, BLDG 130

Phone: (406) 315-2262

Email: malmstromleasing@bbcgrp.com

Military Housing Office (341 CES/CEIH)

Location: 6945 Goddard Drive, BLDG 130

Phone: (406) 731-3056 / 731-2272

Email: 341ces.housing@us.af.mil

Housing Resident Advocate (341 MW/CVH)

Location: 7218 Goddard Drive, BLDG 770

Phone: (406) 731-1477

Email: 341MW.Resident.Advocate@us.af.mil

Legal Office (341 MW/JA)

Location: 7218 Goddard Drive, BLDG 770

Phone: (406) 731-2878

Medical Clinic (341 MDG)

Location: 7300 N. Perimeter Rd., BLDG 2040

Phone: (406) 731-4MED (4633)



For more information contact:
AFCEC/CIM
Housing Division
2261 Hughes Avenue, Suite 155
Lackland AFB, TX 78236-0853

