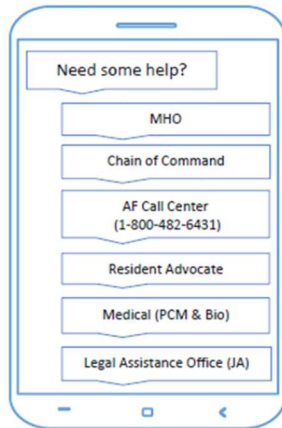




Informal/Formal Dispute Trifold



Resources



Independent of a formal dispute resolution process, Tenants and Landlords should always attempt to resolve any dispute informally by mutual agreement at the lowest level. With that goal in mind, tenants need to have a clear understanding of the resources at their disposal to assist them in the informal dispute resolution process, including direct engagement with the Military Housing Office (MHO), Chain of Command, Resident Advocate, and the local legal assistance office (JA).

FAQs

What prompts the right to a fair resolution of housing disputes?
Provisions included in the MHP Universal Lease and DoD Tenant Bill of Rights.

Where should disputes first be attempted to be resolved?
All disputes must first be attempted to be resolved at the lowest level, through the informal dispute process with the Project Owner.

Where can I find more information on the Informal and Formal Dispute Process?
The Universal Lease and Community Specific Addendum describes each process in detail. Schedule 3 of the Universal Lease lays out in more detail the Formal Dispute process.

How long is the Informal Dispute Process?
The informal dispute process may vary slightly with each Project, so there is no standard number of days that is required. If the dispute is not resolved after going through the informal process outlined in the Universal Lease, the Tenant may be eligible for the formal dispute resolution process.



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



**Tenant Resources
for
Resolving Disputes in
Privatized Housing**

Updated June 2022

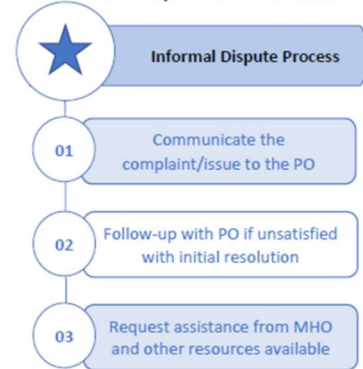
Tenant Resources for Resolving Disputes in Privatized Housing

Dispute Resolution Process

The Formal Dispute Resolution process allows active-duty tenants of privatized housing to obtain prompt and fair resolution of housing disputes concerning rights and responsibilities set forth in the lease. These include:

- Maintenance and Repairs
- Rental Payments
- Displacement Rights
- Lease Termination
- Inspections and Fees/Charges

Informal Dispute Resolution



Prior to a tenant requesting a Formal Dispute, the tenant must try to resolve using the PO's informal dispute process (above). Did the tenant seek informal resolution?

- Yes – Continue to Formal Dispute
- No – Seek Informal Dispute

Formal Dispute Process



Formal Dispute process must be completed within 30 calendar days. Up to 60 calendar days if Deciding Authority/IC believes good cause exists

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