

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 Millitary 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 MHPI
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:

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Tenant Resources for Resolving Disputes in Privatized Housing

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Tenant Resources for Resolving Disputes in Privatized Housing **Dispute Resolution Process** Informal Dispute Resolution **Formal Dispute Process** The Formal Dispute Resolution process **Formal Dispute Process Informal Dispute 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 Communicate the Dispute Resolution Form lease. These include: complaint/issue to the PO MHO notifies Tenant, IC, and PO Maintenance and Repairs of eligible dispute (Within 2 business Follow-up with PO if unsatisfied days of receipt) with initial resolution Rental Payments MHO inspection (7 business days Request assistance from MHO after receipt of eligible dispute) and and other resources available written report of findings (Within 3 days of inspection) **Displacement Rights** Investigator considers report and writes recommendation. (IC makes Lease Termination STOP recommendations available within 3 business days) Inspections and IC reviews recommendations, Prior to a tenant requesting a Formal Fees/Charges issues final written decision (30-60 Dispute, the tenant must try to resolve calendar days) using the PO's informal dispute process (above). Did the tenant seek informal Formal Dispute process must be resolution? completed within 30 calendar days. Up to 60 calendar days if res - Continue to Formal Dispute Deciding Authority/IC believes good cause exists No - Seek Informal Dispute

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