



PUBLIC PRIVATE VENTURE (PPV) HOUSING

DISPUTE RESOLUTION PROCESS

Any Tenant concern or complaint is important. If you are not satisfied with any service, the dispute resolution process (DRP) ensures you are guaranteed a prompt and fair resolution for housing issues.

★
★
The DRP applies to all active duty military service members and their dependents living in PPV housing.

Identify the Issue and Contact your Property Manager

If you find a problem at the property where you currently reside, work with your PPV Property Manager (PM) to resolve the issue.



INFORMAL DRP

Issue Unresolved?

If the PPV PM does not resolve the issue to your satisfaction, contact the PPV PM Regional Manager.



Issue Remains Unresolved?

If your PPV PM Regional Manager does not solve the issue, contact the MHO and inform them of the unresolved problem at your property.



Not Satisfied?

If you are not satisfied with the outcome, you may pursue resolution via the Formal DRP.



Complete Request Form

To begin the Formal DRP, complete the Request Form that initiates the process. Your installation MHO will evaluate your form and let you know if your issue is eligible.

FORMAL DRP

Participate in the Inspection

An inspection of your property will be scheduled if the condition of the property is the subject of the dispute. Allow access to your property.



Cooperate with the Investigation

An Independent Investigator will conduct an investigation by reviewing all records and conducting interviews as necessary.



Recommend Action

The Regional Commander will request and consider recommendations from you and other parties and provide a written recommendation. If you do not agree, submit a written rebuttal. You can request a meeting with the Regional Commander about your dispute at this time.



Final Decision Issued

The Regional Commander will consider your rebuttal and provide you a final decision on the dispute.



A tenant with an issue or complaint must utilize the informal process before proceeding to the formal process. For more information on the DRP, visit MCI COM Family Housing: <https://bit.ly/3n2zyGe>

October 2022